

# Addington Medical Practice

## Inspection report

Parkway Health Centre, Parkway  
New Addington  
Croydon  
CR0 0JA  
Tel: 02086554013

Date of inspection visit: 30 April 2021  
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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

## Ratings

### Overall rating for this location

Good



Are services safe?

Good



# Overall summary

We carried out an announced review at Addington Medical Practice on 30 April 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 12 February 2019, the practice was rated Good overall and for most key questions. The practice was rated as requires improvement for providing safe services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Addington Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this review

This review was planned to follow up on areas for improvement identified on 12 February 2019, in particular, with:

- Arrangements to prevent and control the spread of infection and
- Arrangements to ensure the suitability and training of staff not employed directly by the practice.

We also asked the practice to:

- Review how patients with caring responsibilities are identified and recorded on the clinical system so their needs can be identified and met.
- Review newly-implemented system so patients without an address can register.
- Review complaints process and arrangements so patients receive details of the action they could take if unhappy with the practice's response.

## How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our work differently.

We requested evidence from the provider and reviewed the information provided, without undertaking a site visit.

## Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

# Overall summary

**We have rated this practice as Good overall and Good for all population groups. As the result of the evidence reviewed, we have rated the practice as Good for providing safe services.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had made the improvements we asked them to make to the identification of carers, registering patients without a fixed address and complaints responses.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Not inspected</b>	
<b>People with long-term conditions</b>	<b>Not inspected</b>	
<b>Families, children and young people</b>	<b>Not inspected</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

Our team was led by a CQC lead inspector who reviewed evidence requested from the practice.

## Background to Addington Medical Practice

Addington Medical Practice is based in Croydon and is in the Croydon Clinical Commissioning Group (CCG) area. The practice provides primary care services to approximately 9350 patients. The ethnicity of patients is mainly white British with a some Asian and Black Caribbean patients, and patients who describe their ethnicity as mixed. The practice's age profile is similar to that of an average practice in England, although the practice has slightly more younger patients and slightly fewer older patients (both approximately 3% different to the average practice in England).

On a national scale of deprivation, the area in which the practice works has a rating of 1977 out of 6900. The Croydon Clinical Commissioning Group is rated as 80 out of 191 on a scale of deprivation. The lower the number, the more deprived the practice or CCG area is relative to others.

The practice has two premises: space in Parkway Health Centre (where there are also other services) and a branch surgery at 7 Gravel Hill, Croydon, CR0 5BG.

In 2020 the practice merged with Dr Baskaran & Partners (which was also based at Parkway Health Centre). The practice now has five GP partners (three male and two female). The practice has a practice manager and a team of non-clinical staff, a practice nurse and three health care assistants.

In line with national guidance, most GP appointments are telephone consultations, to reduce the risk of infection during the pandemic. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery. The practice has opted out of providing out-of-hours services to their own patients. A local out of hours service is used to cover emergencies.

The practice holds a Personal Medical Services (PMS) contract for the delivery of general medical service. Personal Medical Services (PMS) agreements are locally agreed contracts between NHS England and a GP practice. The provider is registered with CQC to deliver the regulated activities of diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury. These are delivered from both sites.