

Oaks Park Medical Centre

Inspection report


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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 

Are services effective?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Oaks Park Medical Centre on 16 January 2019 as part of our inspection programme.

At the last inspection in November 2016 we rated the practice as requires improvement for providing safe services because:

- They had failed to check fire alarms and failed to ensure all clinical staff had medical indemnity insurance in place.
- They had failed to ensure that persons providing care or treatment to service users had the qualifications, competence, skills and experience to do so safely.
- Some staff had not undergone training in fire safety, health and safety, infection prevention and control, basic life support or information governance.
- An induction checklist was in place for newly recruited staff; however, these were not always being completed.

At this inspection, we found that the provider had satisfactorily addressed these areas, with the exception of the completion of induction checklist for some newly recruited staff.

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.

We have rated this practice as good overall and requires improvement for effective.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We rated the practice as requires improvement for providing effective services because:

- Childhood immunisation uptake rates were below the World Health Organisation (WHO) targets.
- Patients with long term conditions, mental health and cervical screening data were below the local and national averages.

The areas where the provider **must** make improvements as they are in breach of regulations are:

- Ensure care and treatment is provided in a safe way to patients.

There were areas where the provider **should** make improvements are:

- Complete induction checklists for all new staff.
- Continue to monitor and act upon patient accessibility with telephone access.

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

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

Older people	Good 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser

Background to Oaks Park Medical Centre

Oaks Park Medical Centre provides services to 8000 patients in the Penge area of south east London under a Personal Medical Services contract (a locally agreed contract between NHS England and a GP practice. The practice sits within the Bromley clinical commissioning group (CCG) which has 45-member practices serving a registered patient population of more than 340,000.

Oaks Park Medical Centre is located in a new purpose-built building, the premises are shared with another practice but the operations for both practices are separate. Services are provided from one location at 17 Oakfield Road London SE20 8QA.

The practice is set out over two floors. Facilities include eight consultation rooms all on the first floor, a baby feeding room, a shared reception area on the ground floor, a room on the ground floor for patients if they want to talk in private, and a shared patient waiting area on the first floor. The premises are wheelchair accessible and has a lift. There are three accessible toilets, two on the first floor one on the ground floor. There is a hearing loop for patients with hearing impairments.

The staff team at the practice consists of two GP partners, two female and five female salaried GPs, one male. There is also a practice manager, an assistant practice manager, two practice nurses and administrators/ receptionists. The practice provides 33 GP sessions per week. The service is provided from this location only.

The population in this CCG area is predominantly white British. The second highest ethnic group is black British. The practice sits in an area which rates within the third most deprived decile in the country, with a value of 30.1 compared to the CCG average of 15.2 and England average of 21.8 (the lower the number the less deprived the area).

The practice is registered with the Care Quality Commission to carry on the regulated activities of maternity and midwifery services, treatment of disease, disorder or injury, family planning, surgical procedures, and diagnostic and screening procedures.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</p> <ul style="list-style-type: none">• Child immunisation rates were below the World Health Organisation target.• Patients with long term conditions, and mental health data were below the local and national averages. <p>This was in breach of regulation 12, safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>