

# Headley Drive Surgery

## Inspection report

117A Headley Drive  
New Addington  
Croydon  
CR0 0QL  
Tel: 0844815120  
[www.headleydrivesurgery.co.uk](http://www.headleydrivesurgery.co.uk)

Date of inspection visit: 07 December 2021  
Date of publication: 05/01/2022

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 responsive to people's needs?

Inspected but not rated



# Overall summary

We carried out an unannounced inspection at Headley Drive Surgery on 07 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as good.

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

## Why we carried out this inspection

This inspection was undertaken in response to data we reviewed which suggested potential issues with access to appointments.

## How we carried out the inspection

The inspection was led by a CQC lead inspector and a second CQC inspector who spoke with staff on site. The inspection included a site visit.

Interviews were carried out with the practice manager, assistant practice manager and the lead GP.

We found that:

- People were able to access appointments in a timely way and there were arrangements in place to access care outside of core hours.
- The practice offered a range of appointment types including online consultations, telephone appointments, face to face appointments and home visits.
- There were systems in place to support people who face communication barriers to access treatment.
- There were systems in place to monitor access to appointments and make improvements.
- The provider undertook weekly visits to a local residential care home for older people with 47 residents.
- The provider informed us that they had six Patient Participation Group members and had held three virtual meetings in the last year.
- Feedback received from patients through the national GP Patient Survey and google reviews were positive about access to the practice.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector and included a second CQC inspector who spoke with staff on site.

## Background to Headley Drive Surgery

Headley Drive Surgery is located in New Addington, Croydon at:

117A Headley Drive

New Addington

Croydon

Surrey

CR0 0QL

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the South West London Clinical Commissioning Group (CCG) and delivers Alternative Provider Medical Services (**APMS**) to a patient population of about 2700. This is part of a contract held with NHS England.

The practice is one of the three in the New Addington Group Practices which includes Fieldway Medical Centre and Parkway Health Centre. All the three surgeries are managed by AT Medics Limited.

The practice is part of a wider network of GP practices and is part of Mayday South Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 69.5% white, 19.5% Black, 6% Mixed, 4% Asian, and 1% Other.

The clinical practice team at the surgery is made up of a male GP director, a male salaried GP, a male paramedic, a female practice nurse and a female healthcare assistant. The non-clinical practice team consist of a regional manager, a practice manager, an assistant practice manager, reception team leader and six administrative or reception staff members.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. All patients requesting appointments were telephone triaged by a GP by and patients were offered face to face appointments when appropriate in one of the three New Addington Group practices.

Extended access is provided locally by Croydon GP Hubs in three locations, where appointments were available 8am to 8pm seven days a week.