

Selsdon Park Medical Practice

Inspection report

97 Addington Road
Selsdon
South Croydon
CR2 8LG
Tel: 02086570067
www.selsdonparkmedicalpractice.co.uk

Date of inspection visit: 28 Sep 2022, 29 Sep 2022
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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?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive inspection at Selsdon Park Medical Practice on 29 September 2022 and at Mitchley Avenue Surgery (branch) on 28 September 2022 and a remote clinical review on 27 September 2022 as part of our inspection programme. Overall, the practice is rated as Good.

Safe - Good

Effective – Good

Caring – Good

Responsive - Good

Well-led - Good

This inspection was carried out following a merger of Selsdon Park Medical Practice and Mitchley Avenue Surgery in July 2022. During our previous inspection of Mitchley Avenue Surgery on 27 May 2021 (under the previous provider) the practice was rated as Required Improvement overall (inadequate in safe, and requires improvement in well-led) for issues in relation to safeguarding, safety system and records, infection prevention and control, medicines management, management of patients with long-term conditions and quality improvement. In this inspection, we found that the provider had addressed these issues.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Selsdon Park Medical Practice on our website at www.cqc.org.uk

How we carried out the inspection

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 inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice’s patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short 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

Overall summary

- information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Recruitment checks were carried out in accordance to practice policies and staff immunisation records were maintained according to guidance.
- Infection control issues were identified and addressed in a timely manner.
- Patients received effective care and treatment that met their needs.
- The national GP Patient survey indicators were above average. Selsdon Park Medical Practice was rated as the best GP surgery in London in July 2022 according to patients in a national survey of 1172 GP surgeries in London.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- 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.

Whilst we found no breaches of regulations, the provider **should**:

- Undertake structured medicines reviews for patients on repeat medicines.
- Effectively monitor expiry dates of vaccines.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Selsdon Park Medical Practice

Selsdon Park Medical Practice is located at:

97 Addington Road

Selsdon

South Croydon

CR2 8LG

Mitchley Avenue Surgery (branch) is located at:

116 Mitchley Avenue

Sanderstead

South Croydon

Surrey

CR2 9HH

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 services to a patient population of about 17,100.

The practice is part of a wider network of GP practices and part of the Selsdon, Purley and Coulsdon Health Primary Care Network with three other GP Practices.

Information published by Public Health England shows that deprivation within the practice population group is in the eighth highest decile (8 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 9.6% Asian, 78.2% White, 7.3% Black, 3.9% Mixed, and 1% Other.

The clinical team at the surgery is made up of four part-time male GP partners and a part-time female GP partner, nine part-time salaried GPs, a female lead practice nurse, four female practice nurses and three female healthcare assistants. The non-clinical practice team consists of a director of operations, two practice managers, a reception manager, two secretaries and 21 administrative or reception staff members.

The practice is open between 8am to 6:30pm Monday to Friday. Extended hours GP appointments are available between 7:30am and 8am Monday to Friday and extended hours GP and nurse appointments are available between 6:30pm and 8pm on Mondays, Tuesdays and Wednesdays.

Extended access is also provided locally by The Farley Road Practice and Croydon GP hubs, where late evening and weekend appointments are available.