

Waverley PMS

Inspection report

The Waverley Practice
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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive at Waverley practice and the branch practice at Welling branch surgery on Thursday 10 January 2019 as part of our inspection programme.

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 good for all population groups. (Previous rating October 2015 – Good)

At this inspection we found:

- Feedback from patients about the staff, care and treatment was positive.
- Patients appreciated the improvements in the appointment system and said it was easy to use. Patients reported that they were able to access care when they needed it.
- Leaders were knowledgeable about issues and priorities relating to the quality and future of services and participated in external groups to ensure they understood the local changes and challenges.
- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice recognised where systems and processes had worked well and improved their processes where appropriate.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.

- Medicines, including high risk medicines and prescribing were effectively managed.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Staff had access to learning, improvement and involvement at all levels of the organisation.
- Staff said the practice and branch were good places to work.

The areas where the provider **should** make improvements are:

- Continue to monitor and address clinical performance. For example Quality Outcome Framework (QOF) scores, screening rates and consider alternative approaches to reach non engaged population.
- Review the content and suitability of training to ensure it provides staff with the skills and knowledge of how to meet the needs of patients. For example, basic life support and when making best interest decisions to ensure they fully understand their roles and responsibilities related to best interests decision making.
- Review how effective patients with psychosis are being coded (identified) on internal computer systems to ensure this patient group are correctly identified and supported.
- Review systems to ensure patients diagnosed with a psychosis have a completed mental health care plan.
- Consider increasing the clinical audit/quality improvement programmes.

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

Population group ratings

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

Our inspection team

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

Background to Waverley PMS

The Waverley Practice is situated in the London borough of Plumstead and within the Greenwich clinical commissioning group (CCG) area. The practice is comprised of two sites. The address of the main practice is 37 Waverley Crescent, Plumstead, London, SE18 7QU and the branch is situated at 209 Wickham Street, Welling, Kent, DA16 3LP. We visited both sites during our inspection.

The practice provides a service to approximately 4,655 patients of a diverse age group and offers the following regulated activities:

- Treatment of disease, disorder or injury
- Diagnostic and screening procedures
- Maternity and midwifery services and
- Surgical procedures

The practice is located in a deprived area of Greenwich; the deprivation decile rating for this area is five (with one being the most deprived and 10 being the least deprived). Data from Public Health England showed that over 62% of the patient population were of mixed ethnicity, Asian, black or white non-English origin. Staff at the practice spoke four different languages and had access to

language interpretation services. The mix of male and female patients were equal. The average life expectancy for females was 83 years and 79 years for males (equal to national averages).

There are two GP partners, and a long-term locum GP (one male, two female) and two practice nurses. The clinical team are supported by a practice manager and six additional administration staff.

Patients using the practice also had access to health visitors, district nurses and midwives. Other health care professionals visited the practice regularly.

The premises are open between 8am and 6.30pm on Mondays, Thursdays and Fridays and between 8am and 7.30pm on Tuesdays and Wednesdays. The branch surgery was open Monday to Friday between 9am and 1pm. Patients could access extended hours appointments at a community hub between 4pm and 8pm during the week and between 8am and 8pm during the weekends and on bank holidays. Appointments at the community hub could be made by the out of hours provider or by the GP practice. Outside of these times patients were directed to contact the out of hours service and the NHS 111 number. This was in line with local contract arrangements.

The practice offered a range of appointment types including face to face same day appointments, telephone

consultations and advance appointments (four weeks in advance) as well as online services such as access to records, online appointments and repeat prescription requests.

The practice offered minor surgery and a vasectomy service to practice patients and to patients within the locality.