

Ingleton Avenue Surgery

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?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Ingleton Avenue Surgery on 12 February 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 providing safe, effective, caring responsive and well led services.

We have rated the practice as good for providing effective and responsive care to older people, people with long term conditions, families, children and young people, working age people, those whose circumstances may make them vulnerable and those experiencing poor mental health.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- 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. Leaders had the capacity and skills to deliver high-quality, sustainable care. They had a shared purpose, strived to deliver and motivated staff to succeed.

- Feedback from patients who used the service, those close to them and external stakeholders was continually positive about the way staff cared for patients.
- Staff told us they felt supported and engaged with managers and there was a strong focus on continuous learning and improvement at all levels of the organisation.

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

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Introduce systems to ensure staff are aware of family members where a child within that household is on the at-risk register.
- Ensure systems are in place to check all items within the doctor's bags are calibrated appropriately.
- Complete the second cycle of clinical audit to demonstrate quality improvement.
- Identify ways of increasing the percentage of children aged two years old and who have not received their boosters and vaccinations.
- Identify ways to increase the uptake of cervical screening among women aged between 25 to 64 years of age.

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

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 and included a GP specialist adviser.

Background to Ingleton Avenue Surgery

Ingleton Avenue Surgery is located within the Bexley local authority and is one of 29 practices serving the NHS Bexley CCG area. It provides primary medical services to approximately 5,100 patients.

Information published by Public Health England rates the level of deprivation within the practice population group as ninth on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has a large proportion of patients registered of working age; 61.2% are aged 18-64 and is comparable to the CCG and national averages of 61% and 62% respectively. The practice has a similar number of patients over 65 at 17.6% when compared to the national average of 17.3%. Of the patients registered with the practice, 88.3% are White British, 1.9% are from mixed ethnic groups and 9.1% of Black African origin with the remaining 0.7% being of other races.

The practice has male GP partner and a female non-clinical partner who are contracted to provide General Medical Services (GMS) and who are registered with the CQC for the following regulated activities: treatment of disease, disorder or injury, maternity and midwifery services, family planning, surgical procedures and diagnostic and screening procedures.

The practice provides a range of services including maternity care, childhood immunisations, chronic

disease management and travel immunisations and a number of enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract) including childhood immunisation, minor surgery, coil fitting, learning disability health checks, extended opening hours, and rotavirus and shingles immunisations. Private travel vaccinations are offered in addition to those available free of charge on the NHS.

The remainder of the practice team at Ingleton Avenue Surgery is made up of a male GP and a female GP two practice nurses, one health care assistant, a practice manager, six administrative and reception staff members and a secretary.

The practice is a training practice for trainee GPs, and provides teaching to medical students. There are currently two GP registrars at the practice.

The practice is open from 8am to 6.30pm on Monday and Friday; from 7:30am to 8pm on Tuesday and from 7:30am to 6:30pm on Wednesdays and Thursday. The practice has opted out of providing out-of-hours (OOH) services to their own patients and directs patients to the out-of-hours provider. The practice is also part of the Bexley Hub where further appointments are available between 6:30pm and 8pm during the week and at weekends between 8am and 8pm.