

Eden Park Surgery

Inspection report

194 Croydon Road
Beckenham
Kent
BR3 4DQ
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www.edenparksurgery.nhs.uk

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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 Eden Park Surgery on 27 February 2019 as part of our inspection programme.

At the last inspection in December 2017 we rated the practice as requires improvement for providing effective services because:

- Staff were not actively monitoring quality improvement for patients with long term conditions and mental health.
- Not all staff had conducted fire training, infection control training, safeguarding and mental capacity training.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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.

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.

- We saw no evidence that there was a system in place for reviewing the nurse prescriber audits.
- Audits were undertaken, however the system for undertaking antimicrobial audits was not sufficient.
- The system for contacting patients with mild abnormalities pathology results needed reviewing.
- The practice had not undertaken an internal patient survey.
- A number of documents could not be found on the day of the inspection e.g. significant events policy, legionella risk assessment, however these were provided shortly after the inspection.

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

- Continue to review/monitor smoking status for patients.
- Continue to review ways to improve antimicrobial auditing.
- Continue to review and improve performance for patients with long term conditions and mental health problems.
- Review system for non-medical prescribers' audits.
- Review system for obtaining opinions of patients.

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. The team included a GP specialist adviser.

Background to Eden Park Surgery

The surgery is located in Beckenham in South-East London within Bromley Clinical Commissioning Group (CCG), and provides a general practice service to around 8540 patients. The practice address is 194 Croydon Road, Beckenham, Kent, BR3 4DQ. More information about services provided by the practice can be found on their website: www.edenparksurgery.nhs.uk

The practice has a General Medical Services (GMS) contract (GMS is one of the three contracting routes that have been available to enable the commissioning of primary medical services). The practice is registered with the Care Quality Commission for the following regulated activities: treatment of disease, disorder or injury, family planning, and diagnostic and screening procedures at one location.

The practice is currently open five days a week Monday to Friday from 8am to 6:30pm, with additional walk in appointments every day between 10.30am to 11.15am. The practice is closed at weekends.

The practice does not provide an out-of-hours service, patients are signposted to an out-of-hours GP service when the surgery is closed. The practice provides walk in and bookable appointments each day including urgent appointments. The practice also provides telephone GP consultations and online appointments.

The practice, has eight partners (two male and six female), who provide a combined total of 42 GP sessions per week. There is one nurse practitioner, two nurses and a pharmacist. The practice also has a practice manager, and support team including receptionists, administrators and secretarial staff.

The practice comprises of six consulting rooms, two treatment rooms, separate reception and waiting areas, two toilets, including an accessible toilet, and baby change facilities.