

Oakfield Surgery

Inspection report

Oaks Park Medical Centre
17 Oakfield Road
London
SE20 8QA
Tel: 0208 776 6514
www.oakfield-surgery.co.uk

Date of inspection visit: 18/12/2019 21/01/2020
Date of publication: 17/02/2020

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

Oakfield Surgery is a provider registered with CQC. The practice was previously rated requires improvement after our inspection on 12 September 2018. You can read our findings from our last inspection by selecting the 'all reports' link for Oakfield Surgery on our website at <https://www.cqc.org.uk/location/1-4257854470>.

At this inspection we followed up on breaches of regulations identified at our last comprehensive inspection on 12 September 2018. To follow up on breaches of regulation 12 and 17 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The concerns related to staff not following the practice procedure for monitoring the vaccine refrigerator and insufficient checking or recording locum staff were up to date with role specific training.

We carried out an announced comprehensive inspection at Oakfield Surgery on 18 December 2019 and (due to illness in the inspection team) 21 January 2020 to check whether the provider was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014

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 except for Working age people (including those recently retired and students) which is rated as requires improvement.

At this inspection we found:

- Staff were following the practice procedure for monitoring the vaccine refrigerator.
- The practice was checking and recording locum staff were up to date with role specific training.
- The outcomes for patients with diabetes were now inline with or in some cases above local and national averages.

We rated the practice as **good** for providing safe services because:

- There were appropriate processes in place to keep patients safe.
- Policies and procedures were monitored, reviewed and updated.

We rated the practice as **good** for providing effective services because:

- Patients' needs were assessed, and care and treatment were delivered in line with current legislation, standards and evidence-based guidance.
- There was evidence of quality improvement activity.
- Staff were receiving regular appraisals.

We rated the practice as **good** for providing caring services because:

- The practice respected patients' privacy and dignity.
- Patients we spoke with during our inspection and those who completed comments cards, spoke favourably about the practice: that the staff treated them with respect, that they felt listened to.
- Patient feedback from the GP patient survey results were in line with local and national averages.

We rated the practice as **good** for responsive services because:

- Complaints were managed in a timely fashion and detailed responses were provided.
- Feedback from the patient survey indicated that respondents' ease of access care and treatment was in line with local area and national averages.

We rated the practice as **good** for providing well-led services because:

- The practice had improved since our inspection 12 September 2018 and had addressed the concerns we found at our previous inspection.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.

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

- Review safeguarding training staff undertake to assure it is the appropriate level.
- Continue to monitor and review children attending childhood immunisation and patients' uptake for screening.

Overall summary

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)	Requires improvement	
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. On the first visit 18 December 2019, the team included a trainee GP specialist adviser. On the second visit the team included the lead inspector and a GP specialist advisor.

Background to Oakfield Surgery

Oakfield Surgery is located in a new purpose-built building, the premises are shared with another practice but the operations for both practices are separate. Services are provided from one location at 17 Oakfield Road London SE20 8QA. Oakfield Surgery provides primary medical services to 4,469 patients.

Oakfield Surgery is one of 43 practices in Bromley Clinical Commissioning Group (CCG). The practice can be accessed by the following link <https://www.oakfield-surgery.co.uk/>. The practice looks after three care homes in Bromley.

The practice is set out over two floors. Facilities include five consultation one consulting room on the ground floor and four on the first floor, a baby feeding room, a shared reception area on the ground floor, a room on the ground floor for patients if they want to talk in private, and a shared patient waiting area on the first floor. The premises are wheelchair accessible and have a lift. There are three accessible toilets two on the first floor one on the ground floor. There is a hearing loop for patients with hearing impairments.

The practice population of patients over 65 is below the CCG (Clinical Commissioning Group) and national averages. The surgery is based in an area with a deprivation score of 4 out of 10 (10 being the least deprived). The clinical team at the surgery is made up of two GP partners, one female working full time, one male working part time, as well as one part time salaried female GP. A full-time advance nurse practitioner, two part time female practice nurse. The non-clinical practice team consists of a practice manager and nine administrative or reception staff members.

The practice is registered as a partnership with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

Patients needing urgent care out of normal hours are advised to contact the OOH number 111 which directs patients to a local contracted OOH service or Accident and Emergency, depending on patients' medical urgency.

The practice belonged to the Penge Primary Care Network.