

Addington Road Surgery

Inspection report

77 Addington Road
West Wickham
Kent
Tel: 02084625771
www.addingtonroadsurgery.co.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 effective?

Good 

Overall summary

We carried out an announced comprehensive inspection at Addington Road Surgery on 29 June 2016. The rating for the safe was requires improvement and all other key questions the rating was good. The full comprehensive report can be found by selecting the 'all reports' link for Addington Road Surgery on our website at www.cqc.org.uk.

An announced follow-up inspection was carried out on 25 July 2018. Overall the practice was rated as good. The rating for the effective key question was requires improvement.

This inspection was an announced focused inspection carried out on 23 July 2019, looking at effective key question, to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified in our previous inspection on 25 July 2018.

At this inspection we found that improvements had been made. Our key findings across the area inspected is as follows:

- 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.
- Childhood immunisation uptake rates were below the World Health Organisation (WHO) targets.
- The Quality and Outcomes Framework (QOF) data from 2017/18, showed that the practice performance was still

below the local and national average for several clinical indicators. Unverified results for 2018/19 provided by the practice showed an improvement in the areas identified as requiring improvement at the last inspection for example patients with mental health, asthma and diabetes indicators had improved and were now comparable to local and national averages.

- Since the last inspection, the provider had undertaken two full cycle clinical audits which demonstrated quality improvement for patients.
- Since the last inspection, the practice had devised an action plan and had recruited several staff members and created key roles to aid in providing effective services for patients.

The practice remains rated good overall.

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

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

- Continue to monitor and review uptake of childhood immunisations.

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	Requires improvement 
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 Addington Road Surgery

Addington Road Surgery is based in West Wickham in the borough of Bromley. The practice list size is 9653. Life expectancy for males in the practice is 82 years and for females 85 years. Both of these are in line with Bromley CCG and national averages for life expectancy. The practice has a lower than average number of patients aged between 0-4 and 25-44 years.

The practice has a higher than average number of patients aged 45-69. The practice is located in an area which ranks in the tenth least deprived decile on the index of multiple deprivation. The practice is set out over one level on the ground floor. Facilities include 13 consultation rooms and a treatment room. The premises is wheelchair accessible and there are facilities for wheelchair users including two accessible toilets. There is a hearing loop for patients with hearing impairments.

The staff team comprises of two GP partners, (one female and two male). There are five salaried GPs (two male and three female). Other staff included one nurse practitioner, two practice nurses (both female), one health care assistant (female), one clinical pharmacist (male). A practice manager, eleven administrator/receptionist. The practice is a training practice.

The practice operates under a Personal Medical Services (PMS) contract and is signed up to a number of local and national enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract). The practice is open between 8am to 6.30pm Monday to Friday. They offer extended hours from 6.30pm to 8pm Mondays, Tuesdays and Wednesday. Appointments are available to patients from 8.30am to 11.50am 12pm to 12:30pm and 4pm to 6.30pm Monday to Fridays. When the practice is closed patients are directed (through a recorded message on the practice answer machine) to contact the local out of hour's service. Information relating to out of hour's services is also available on the practice website.

The practice is registered as a partnership with the Care Quality Commission (CQC) to provide the regulated activities of Treatment of Disease, Disorder or Injury; Diagnostic and Screening; Surgical procedures; Family Planning; Maternity and Midwifery services at one location.