

Hartland Way Surgery

Inspection report

1 Hartland Way
Shirley
Croydon
CR0 8RG
Tel: 02087777215
www.hartlandwaysurgery.co.uk

Date of inspection visit: 08 July 2022
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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 well-led?

Good 

Overall summary

We carried out an announced focused inspection at Hartland Way Surgery on 8 July 2022 and a remote clinical review on 4 July 2022 to follow-up on breaches of regulations. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 19 May 2021, the practice was rated as Requires Improvement overall (requires improvement in safe, effective and well-led) for issues in relation to recruitment checks, safety systems and records, infection prevention and control, medicines management, identifying patients with commonly undiagnosed conditions, uptake for childhood immunisations and cervical screening and effective staffing.

The full reports for previous inspections can be found by selecting the 'all reports' link for Hartland Way Surgery on our website at www.cqc.org.uk

How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

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

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.

Overall summary

- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

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

- Address all the issues found during the infection prevention and control audit and fire risk assessment and undertake fire drills regularly.
- Improve monitoring of expiry dates of medicines.
- Maintain signed DNACPR form in patient records.
- Review and improve access arrangements in response to patient feedback.
- Improve staff awareness of freedom to speak up guardian.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Hartland Way Surgery

Hartland Way Surgery is located at:

1 Hartland Way

Shirley

Croydon CR0 8RG

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the South West London Clinical Commissioning Group (CCG) and delivers services to a patient population of about 4600.

The practice is part of a wider network of GP practices and part of the Croydon GP Super Network Primary Care Network with 10 other GP Practices.

Information published by Public Health England shows that deprivation within the practice population group is in the highest decile (10 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 11.6% Asian, 75.1% White, 8% Black, 4.2% Mixed, and 1.1% Other.

The clinical team at the surgery is made up of two part-time female GP partners and a part-time clinical associate pharmacist partner, a female salaried GP, a female practice nurse, a female long-term advance nurse practitioner and a female healthcare assistant. The non-clinical practice team consists of a practice manager and ten administrative or reception staff members.

The practice is open between 8 am to 6:30 pm Monday to Friday. Extended hours GP appointments are available between 6:30 pm to 7 pm on Tuesdays, Wednesdays and Thursdays and extended hours nurse appointments are available between 6:30 pm and 7 pm on Tuesdays.

Extended access is provided locally by Shirley Medial Centre and Croydon GP hubs, where late evening and weekend appointments are available.