

Birdhurst Medical Practice

Inspection report

1 Birdhurst Avenue
South Croydon
Surrey
CR2 7DX

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www.birdhurstmedicalpractice.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 well-led?

Good



Overall summary

We carried out an announced focused inspection at Birdhurst Medical Practice on 12 December 2018.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 11 January 2018.

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 had improved arrangements for identifying, managing and mitigating risks, and now had effective systems for checking emergency medical equipment, mitigating the risk of legionella, recruitment checks and ensuring that staff were appropriately trained.
- Systems and processes for learning and improvement had been strengthened.

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

- Monitor the improved systems to ensure that they are operating as intended, including arrangements for recording full analysis and learning from significant events.

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

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

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 was led by a CQC lead inspector.

Background to Birdhurst Medical Practice

Birdhurst Medical Practice is part of Croydon Clinical Commissioning Group (CCG) and serves approximately 6500 patients. The practice is registered with the CQC for the following regulated activities Maternity And Midwifery Services, Treatment Of Disease, Disorder Or Injury, Surgical Procedures, Diagnostic And Screening Procedures and Family Planning.

The practice is based in a geographic area ranked within the fifth least deprived decile on the index of multiple deprivation. The practice population contains a slightly larger proportion of working age patients compared to the national average.

The practice is run by three female partners. The practice employs one long term locum who is male. There are two practice nurses and one healthcare assistant who are female. There is one practice manager. The practice offers 22 GP sessions per week. The practice is open between 8am and 6.30 pm Monday to Friday and provides extended hours access between 8 am and 11 am for patients with prebooked appointments on Saturdays. Practice patients are directed to contact the local out of hours provider when the surgery is closed.

Birdhurst Medical Practice operates from 1 Birdhurst Avenue, South Croydon, Croydon CR2 7DX which. The premises are owned by two of the partners. The premises are accessible for those with mobility needs.

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). These are: childhood vaccination and immunisation scheme, extended hours access, facilitating timely diagnosis and support for people with dementia, improving patient online access, influenza and pneumococcal immunisations, learning disabilities, risk profiling and case management, rotavirus and shingles immunisation and unplanned admissions.

The practice is part of the East Croydon network GP federation.