

# Trinity Medical Centre

## Inspection report

33 Croydon Road  
London  
SE20 7TJ  
Tel: 020 8778 5135  
<https://trinitymcp.nhs.uk/>

Date of inspection visit: 11 February 2020, 28  
February 2020  
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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 Trinity Medical Centre on 11 February 2020 and 28 February 2020 as part of our inspection programme.

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.**

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.

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

- The practice respected patients' privacy and dignity.
- 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:

- There was a clear leadership structure and staff felt supported by management. The practice proactively sought feedback from staff and patients, which it acted on.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.

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

- Develop safeguarding training staff undertake to assure it is the appropriate level.
- Improve the recording and monitoring of non-clinical staff immunisation status.
- Continue to monitor and review children attending childhood immunisation and patients' uptake for screening.
- Implement support given to bereaved patients and carers.

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

**Dr Rosie Benneworth** BM BS BMedSci MRCGPChief 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 11 February 2020, the team included a lead inspector, an inspection manager and a second inspector. On the second visit 28 February 2020 the team included a lead inspector and a GP specialist advisor.

## Background to Trinity Medical Centre

The Trinity Medical Centre provides primary medical services in Penge to 5238 patients and is one of 43 practices in Bromley Clinical Commissioning Group (CCG). Services are provided from one location at 33 Croydon Road, London, SE20 7TJ. The surgery is based in an area with a deprivation score of four out of 10 (10 being the least deprived). The practice can be accessed by the following link <https://trinitymcp.nhs.uk/>

Trinity Medical Centre operates in converted premises. The practice has access to two

consultation rooms on the ground floor and two consultation rooms and one nurse consultation room on the first floor.

The practice is run by Penceat Medical Ltd, who took over the running of the practice 1st October 2018. At the time of the inspection the practices contract was due to expire at the end of March 2020.

The practice team at the surgery is made up of three full-time GPs and two female and one male, two part time nurses, and three part time clinical pharmacist. The non-clinical practice team consists of a practice manager and 11 administrative or reception staff members

The practice is registered as an organisation 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.