

Maldon Road Surgery

Inspection report

35 Maldon Road
Wallington
SM6 8BL
Tel: 02086474622
www.maldonroadsurgery.nhs.uk

Date of inspection visit: 16 November 2023
Date of publication: 22/12/2023

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 responsive to people's needs?

Good



Overall summary

We carried out a targeted assessment of Maldon Road Surgery in relation to the responsive key question. This assessment was carried out on 16 November 2023 without a site visit. Overall, the practice is rated as Good. We rated the key question of responsive as Good.

Set out the ratings for each key question/if you are carrying forward ratings then state – ‘not inspected, rating of good carried forward from previous inspection’.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Maldon Road Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a targeted assessment of the key question of responsive.

How we carried out the inspection/review

This inspection was carried remotely. This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

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 found that:

- Patients responded positively to how easy it was to get through to someone at the practice. This was reflected in the National GP Patient Survey.
- National GP Patient Survey results relating to access were above national averages, however there had been a downward trend in satisfaction rates for all areas since 2021.
- The practice understood the needs of its local population.

Overall summary

- The practice had an active and effective Patient Participation Group.
- Complaints were satisfactorily handled in a timely manner.

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

- Continue to identify ways of improving patient satisfaction in relation to phone access and appointments.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC inspector who spoke with staff using video conferencing facilities.

Background to Maldon Road Surgery

Maldon Road Surgery is located at 35 Maldon Road, Wallington, SM6 8BL

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 NHS South West London Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of over 4000. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the 8th (8 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% Asian, 78% White, 6% Black, 4% Mixed, and 1% Other.

The practice is open between 8am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.