

St James' Practice

Inspection report

138 Croydon Road
Beckenham
Kent
BR3 4DG
Tel: 020 8650 0568
www.stjamespractice.co.uk

Date of inspection visit: 13/02/2019
Date of publication: 26/03/2019

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 St James' Practice on 13 February 2019 as part of our inspection programme. We previously carried out an announced comprehensive inspection at St James' Practice on 23 February 2015.

Overall the practice was rated as good. The relevant reports can be downloaded from:

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 rated it as good for its treatment of all the population groups.

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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. 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.

The practice **should** continue to work to ensure that antibiotic prescribing is appropriate.

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 team was led by a CQC lead inspector and included a GP specialist adviser and practice manager specialist advisor.

Background to St James' Practice

St James' Practice is located at 138 Croydon Road, Beckenham, Kent, BR3 4DG.

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

St James' Practice is situated within the NHS Bromley Clinical Commissioning Group and provides services to approximately 6,600 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of three GPs, two male and one female. There are two salaried GPs working regularly at the practice. The practice is a training practice and accommodates GP registrars. There are two nurses. The

clinical staff are supported by a team of reception and administrative staff. The practice was registered with the CQC in April 2013. The practice is part of the Bromley GP Alliance Limited a wider network of GP practices.

The practice age profile is similar to that nationally up to the age of 65 years. However, there are significantly more older patients at the practice than the national average. There are 50% more patients over the age of 85 years than the national average. The percentage of people in employment in the practice area is lower than the national average, unemployment being more than twice that locally. The National General Practice Profile states that 81% of the practice population are white, the remainder spread fairly evenly amongst Asians, black and mixed race peoples. Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten, where level one represents the highest levels of deprivation. Male life expectancy is 82 years, the national average is 79 years. Female life expectancy is 86, the national average is 83 years.