

New Addington Group Practice

Inspection report

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New Addington
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Date of inspection visit: 19 Dec 2018
Date of publication: 11/02/2019

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?

Are services effective?

Are services caring?

Are services responsive?

Are services well-led?

Good



Overall summary

We carried out an announced focused inspection at New Addington Group Practice on 19 December 2018 to follow up on breaches of regulations.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 8 November 2017.

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 for providing well-led services.

We found that:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice acted on and learned from medicines and safety alerts.
- The practice had a system in place to check emergency medicines.

- The practice had a system in place to follow up patients who had been referred for suspected cancer. The provider used an electronic referral system to refer patients and referral letters contained all the necessary information.
- We found that patient consultations were appropriately coded; the provider undertook regular coding audits to ensure consultations were appropriately coded.
- All staff received regular appraisals.
- All staff received training appropriate to their role and up to date records of training were maintained.
- Exceptions for patients with long-term conditions were appropriately reported.
- The national GP patient survey results for 2018 indicated that patients were satisfied with waiting times for appointments.
- 83% (85 patients) of 102 patients with learning disability had their health checks in 2017-18. The practice had looked at the reasons for patients with learning disability not attending appointments to improve uptake of health checks.

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	
People with long-term conditions	
Families, children and young people	
Working age people (including those recently retired and students)	
People whose circumstances may make them vulnerable	
People experiencing poor mental health (including people with dementia)	

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to New Addington Group Practice

New Addington group practice, Parkway, New Addington, Croydon, CR0 0JA provides primary medical services in Croydon to approximately 10,400 patients and is one of the 55 practices in the Croydon Clinical Commissioning Group (CCG). The provider operates a branch surgery Fieldway Medical Centre at 15a Danebury, New Addington, Croydon CR0 9EU. The practice website can be accessed through

www.newaddingtongp.co.uk

Only the main surgery was visited as part of this inspection.

The practice population is in the fifth more deprived decile in England. The practice population has a higher than CCG and national average representation of income deprived children and older people. The practice population of children and working age people is below the CCG and national averages and the practice population of older people is above the CCG and below the national averages.

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.