

Mersham Medical Centre

Inspection report

30 Norbury Road
Thornton Heath
Surrey
CR7 8JN

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www.mershammedicalcentre.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 effective?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Mersham Medical Centre on 3 July 2019 as part of our inspection programme. At the last inspection in October 2014 we rated the practice as good in all domains and population groups.

We decided to undertake an inspection of this service following our annual regulatory review of the information available to us. This inspection looked at the following key questions

- Effective
- Responsive
- Well-led

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 provided care in a way that kept patients safe and protected them from avoidable harm.
- Some of the staff had not completed infection prevention and control and fire safety training appropriate to their role. After we raised this issue with the provider they informed us they had booked training for these staff and sent us evidence to support this the day following the inspection.
- Patients received effective care and treatment that met their needs.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- This practice ranked second amongst the practices in the local Clinical Commissioning Group (CCG) in the 2017 National GP Patient survey; In the 2018 National GP Patient Survey the practice has scored higher than the CCG average for all the questions.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice, with support of their Patient Participation Group (PPG) ran an over 60's social club since February 2019 to enable people over 60's to regularly meet others, make new friends, get involved in fun activities. The club met monthly at a local church for two hours; this was organised by the PPG chair. Every month people were invited to give talks on topics of interest which included Bletchley Park code breaking during World War II, environmental regeneration in the local area, local policing by community support police officers, Sutton Mental Health Foundation's services for the mentally ill, the legal framework for helping victims of domestic violence, abuse and dealing with perpetrators. The PPG informed us that around 10 to 12 people regularly attend the social club.

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

- Review service procedures to ensure staff receive training appropriate to their role.
- Review service procedures to ensure clinical audits are written up for dissemination and learning.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief 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)	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.
The team included a GP specialist advisor.

Background to Mersham Medical Centre

Mersham Medical Practice provides primary medical services in 30 Norbury Road, Thornton Heath CR7 8JN to approximately 4,100 patients and is one of 52 practices in Croydon Clinical Commissioning Group (CCG). The practice could be accessed by the following link <https://www.mershammedicalcentre.co.uk/>.

The clinical team at the surgery is made up of two full-time GP partners (one male and one female), two long-term locum GPs, two long-term locum female practice nurses and a female healthcare assistant. The non-clinical practice team consists of a practice manager and six administrative or reception staff members.

The practice population is in the fourth most deprived decile in England. The practice population of children is below the CCG (Clinical Commissioning Group) and above the national average and the practice population of older people is in line with the CCG and below the national average.

The practice is registered as a partnership 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.