

Auckland Surgery

Inspection report

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Date of inspection visit: review of training records 11
- 12 July 2022, clinical review 15 July
Date of publication: 24/08/2022

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

Not inspected

Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

Why we carried out this inspection

We previously carried out an announced comprehensive inspection of Auckland Surgery on 25 April 2022. At that inspection, we found the practice was in breach of Regulation 12 Safe care and treatment of the Health and Social Care Act 2008. In line with the CQC's enforcement processes, we issued a warning notice which required Auckland Surgery to comply with the regulations by 8 July 2022.

Auckland Surgery is currently rated as requires improvement overall (rated as inadequate for the key question of safe, requires improvement for the key questions of effective and well-led, and good for the key questions of caring and responsive).

The full report of the practice's previous inspection can be found by selecting the 'all reports' link for Auckland Surgery on our website at www.cqc.org.uk.

We carried out this announced focused inspection of Auckland Surgery on 14 July and 15 July 2022 to check whether the provider had addressed the issues in the warning notice, and now met the legal requirements. At this inspection we found the breaches of regulation in our warning notices had now been complied with.

This report covers our findings in relation to those specific areas, is not rated, and does not change the current ratings held by the practice.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- A short site visit.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing training records.

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.

Following our methodology, we have not rated the practice at this inspection.

At this inspection we found that the provider had taken effective actions to address the issues we identified at the previous inspection.

Overall summary

- Appropriate safeguarding systems were in place, with improvements particularly in arrangements for safeguarding vulnerable adults.
- The practice had arranged monitoring of patients on high-risk medicines and reviews of patients whose diagnosis or treatment for long-term conditions required it, and were following up any patients who did not attend.
- The practice had reviewed patients on a number of medicines subject to safety alerts and made changes where appropriate to keep patients safe.
- Practice staff told us about changes being made to systems and processes to ensure that improvements were sustained and fully embedded.
- All staff (apart from those on long-term leave) had completed training in safeguarding, basic life support, equality and diversity, health and safety, infection control training and information governance.
- Leaders demonstrated insight into the factors that had caused the issues we found in April and the reason these were not identified before the last inspection.
- Leaders had identified how systems and processes needed be improved to ensure issues did not re-occur, and were working through a plan to implement and embed these.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and reviewed submitted evidence without visiting the location. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Auckland Surgery

Auckland Surgery is located in Crystal Palace at:

84A Auckland Road

London

SE19 2DF

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 South West London Clinical Commissioning Group (CCG) in Croydon and delivers Personal Medical Services (PMS) to a patient population of about 7300. This is part of a contract held with NHS England.

The surgery is purpose built, over two floors with four consulting rooms and two treatment rooms.

There is onsite parking for both staff and patients, including disabled parking, and the area is well served by public transport. The building is accessible for people with mobility issues. All the consulting rooms are on the ground floor, along with a toilet with disabled access.

Six doctors work at the practice: three male and three female. Four of the doctors are partners and there are two salaried GPs. The GPs are supported by two nurses, a pharmacist and a large primary care network team of additional clinicians and specialists.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations.

The practice is generally open 8am to 6.30pm Monday to Friday. Out of hours services are provided by 111.

Appointments with GPs are available on:

- Monday: 8am to 5.40pm
- Tuesday: 7.30am to 6pm
- Wednesday: 7.30am to 6pm
- Thursday: 8.30am to 6.10pm
- Friday: 7.30am to 6.30pm
- Saturday: 8.30am to 10.30am.