

The Oaks Partnership

Inspection report

Nightingale Way
Swanley
Kent
BR8 7UP
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Date of inspection visit: 13 December 2018
Date of publication: 14/01/2019

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 The Oaks Partnership on 13 December 2018 as part of our inspection programme.

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.
- 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.

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

- Improve the infection control audit tool to ensure it is general practice specific.
- Continue with their plan to summarise the backlog of new patients notes.
- Improve the identification of carers to enable this group of patients to access the care and support they need.

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. The team included a GP specialist adviser and a practice manager specialist adviser.

Background to The Oaks Partnership

The Oaks Partnership is located at Nightingale Way, Swanley, Kent, BR8 7UP. The surgery has good transport links and there are pharmacies located nearby.

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.

The Oaks Partnership is situated within the Dartford, Gravesham and Swanley Clinical Commissioning Group (CCG) and provides services to 11 200 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 made up of six GP partners (four female and two male) who registered with the CQC in December 2012. The practice employs three salaried GPs (female),

two locum advanced nurse practitioners (one female and one male), three practice nurses (female), three health care assistants (female) and several administration staff. The practice is part of a wider network of GP practices known as The Swanley Hub.

The National General Practice Profile states that 94% of the practice population is white with a further 6% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80 years aligned to the national average of 80 years. Female life expectancy is 84 years compared to the national average of 83 years.