

Abbey Wood Surgery

Inspection report

9 Godstow Road
Abbey Wood
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<https://abbeywoodsurgery.gpsurgery.net/>

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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 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 Abbey Wood Surgery on 25 October 2017 and rated the practice as good overall and requires improvement in the caring key question.

The reports of all the previous inspections can be found by selecting the 'all reports' link for Abbey Wood Surgery on our website at www.cqc.org.uk.

This inspection was an announced comprehensive inspection which we undertook on 13 March 2019 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the issues identified in our previous inspection on 25 October 2017. This report covers our findings in relation to those requirements.

We found that the practice had made improvements and is rated as **good** overall.

Our key findings across all the areas we inspected were as follows:

- The service had good systems to manage risk so that safety incidents were less likely to happen. When they did happen, the service learned from them and improved their processes.
- The provider routinely reviewed the effectiveness and appropriateness of the care provided.
- Care and treatment was delivered according to evidence-based guidelines.

- Staff involved and treated people with compassion, kindness, dignity and respect. The service was acutely aware of the sensitivities around patient confidentiality, and this was taken seriously, with associated policies in place.
- Patients were able to access care and treatment from the service within an appropriate timescale for their needs.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.
- Results from the national GP patient survey showed that the practice was above the local average for patients who felt listened to or involved in decisions about their care.
- Information about services and how to complain was available.
- The practice's uptake for cervical screening was below the coverage target for the national screening programme.

There were areas where the practice could make improvements and **should**:

- Continue to take steps to increase cervical cancer screening uptake rates.
- Review process of read coding patients to ensure registers are maintained and monitored effectively.

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)	Requires improvement	
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, accompanied by a GP Specialist Advisor.

Background to Abbey Wood Surgery

Abbey Wood Surgery is based in a two-storey converted residential property in Abbey Wood in the Royal Borough of Greenwich. Greenwich Clinical Commissioning Group (CCG) is responsible for commissioning health services for the locality. The property has been extended and converted for the sole use as a surgery. Services are delivered under a Personal Medical Services (PMS) contract. (PMS contracts are locally agreed agreements between NHS England and a GP practice. They offer local flexibility compared to the nationally negotiated General Medical Services (GMS) contracts).

The service is registered with the CQC as a Partnership, providing the regulated activities of family planning; maternity and midwifery services; treatment of disease, disorder and injury; surgical procedures and diagnostic and screening procedures. The practice has almost 8000 registered patients. The practice age distribution is similar to the national average with a slightly higher than average number of patients in the 5 to 9 year age group. The surgery is based in an area with a deprivation score of 3 out of 10 (with 1 being the most deprived and 10 being the least deprived). The surgery is a training practice usually providing placements for one GP

Registrar each year. (A GP Registrar is a qualified doctor training to become a GP). One of the partners is a GP trainer. GP services are provided by the two GP partners, male and female (1.75 wte); one full-time salaried GP and one GP registrar. Two part-time locum nurse practitioners provide a minimum of 7.5 hours a week with variable hours worked in addition to this. Clinical services are also provided by two part-time practice nurses (1 wte) and one part-time Health Care Assistant. Administrative services are provided by the Practice Manager (1 wte), practice secretary (1 wte) and eight administration/reception staff (5.5 wte).

The surgery reception is open between 8am and 6.30pm Monday to Friday. The practice offers extended hours on Tuesday between 6.30pm and 8pm and on Thursday and Friday between 6.30pm and 7.30pm. The surgery is closed at weekends. Appointments are available from 9am to 12.30pm and 3pm to 5.30pm on Monday; from 9am to 12.30pm, 3pm to 8pm on Tuesday; from 9am to 12.30pm and 3pm to 5.30pm on Wednesday; from 9am to 12.30pm, 3 to 7.30pm on Thursday and from 9am to 12.30pm, 3pm 7.30pm on Friday. The surgery is closed at weekends.