

# Shirley Medical Centre

## Inspection report

370 Wickham Road  
Shirley  
Croydon  
Surrey  
CR0 8BH  
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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 Shirley Medical Centre on 23 January 2019 to follow up on breaches of regulations.

At the last inspection in January 2018 we rated the practice as requires improvement overall because:

- Systems to ensure safety were not operating effectively. For example, assessments of fire safety, emergency lighting and legionella had identified actions that had not been acted upon and there was no system in place to ensure blood tests were reviewed before prescribing high risk medicines.
- Staff recruitment and training records were incomplete.
- The practice did not achieve the national targets for uptake of cervical screening and childhood immunisations.
- The practice had not signed up to provide NHS health checks and learning disability health checks.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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 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 routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported they were able to access care when they needed it.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

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

- Review practice procedures for completing health checks for patients with learning disability.
- Review practice procedures regarding issuing of repeat prescriptions.

**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

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

## Background to Shirley Medical Centre

Shirley Medical Centre, 370 Wickham Road, Shirley, Croydon CR0 8BH provides primary medical services in Shirley to approximately 7900 patients and is one of the 55-member practices in the Croydon Clinical Commissioning Group (CCG). The practice website can be accessed through

The clinical team at the practice is made up of two full-time male GP partners, one part-time male GP partner, one part-time female salaried GP and one part-time female long-term locum GP, one part-time female locum nurse and one full-time female healthcare assistant. The non-clinical team is made up of a practice manager, a reception manager and eight administrative and reception staff members.

The practice had recently recruited a salaried practice nurse due to start in February 2019.

The practice population is in the third less deprived decile in England. The practice population has a lower 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. The practice population of older people is above the CCG and national averages.

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, surgical procedures and treatment of disease, disorder or injury.