

St Mary Cray Practice

Inspection report

322 High Street
St. Mary Cray
Orpington
Kent
BR5 4AR
Tel: 01689820523
www.stmarycraypractice.co.uk

Date of inspection visit:
Date of publication: 02/04/2019

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 St Mary Cray Practice on 6 February 2019 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 with the exception of families, children and young people rated as Requires Improvement.

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.

- Child immunisation rates were below the World Health Organisation target.
- 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:**

- Review Basic Life Support Training undertaken.
- Continue to review ways to improve the uptake for childhood immunisation.
- Review testing fire alarm.

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 adviser.

Background to St Mary Cray Practice

The St Mary Cray Practice is located in the High Street, St Mary Cray, Orpington, in the London Borough of Bromley. The area is mainly residential with some industrial premises nearby. The premises are close to rail stations and bus routes with on-road parking close to the surgery. The practice is located in rented accommodation converted for use as a surgery on the ground floor and a dental practice on the first floor. The two services share the entrance door and corridor only.

The St Mary Cray Practice is based on the ground floor of the premises. The facilities include the reception area, a large separate waiting room, two GP consultation rooms, one nurse treatment room, a spare treatment/consultation room for use as required, two administration rooms and the reception/administration area.

The service operates under a General Medical Services contract providing services to 2990 registered patients. Bromley Clinical Commissioning Group (CCG) are responsible for commissioning health services for the locality. There are a large number of small GP surgeries in the vicinity (five surgeries within a radius of 0.5 miles). A

nearby practice had closed at the end of January, consequently the practice list size was continuously growing, since the end of January 400 new patients had joined the practice.

The provider is registered with the CQC to provide the regulated activities of family planning; maternity and midwifery services; treatment of disease, disorder and injury and diagnostic and screening procedures. Clinical services are provided by the three female GPs (One full time lead GP and two-part time salaried GPs) one Practice Nurse and a Clinical Pharmacist. Administrative services are provided by eight part-time members of staff including a Practice Manager, Assistant Practice Manager, Medical Records Summariser, Medical Secretary/ Receptionist and four reception staff.

The practice is open between 8am and 6.30pm Monday to Friday, Tuesday evening from 6.30pm to 7.45pm. The practice has opted out of providing out-of-hours (OOH) services. Patients needing urgent care out of normal hours are advised to contact the OOH number 111 which directs patients to a local contracted OOH service or Accident and Emergency, depending on the patient's medical urgency.