

# Porters Avenue Doctors Surgery

## Inspection report

234 Porters Avenue  
Dagenham  
RM8 2EQ  
Tel:

Date of inspection visit: 21 August 2023  
Date of publication: 06/10/2023

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

Requires Improvement



Are services safe?

Good



Are services effective?

Good



Are services caring?

Requires Improvement



Are services responsive to people's needs?

Requires Improvement



Are services well-led?

Good



# Overall summary

We carried out an announced comprehensive at Porters Avenue Doctors Surgery on 21 August 2023. Overall, the practice is rated as requires improvement.

Safe- Good.

Effective – Good.

Caring - Requires Improvement.

Responsive – Requires Improvement.

Well-led - Good.

Following our previous inspection on 28 March 2018, the practice was rated Good overall and for all key questions except caring which was rated requires improvement.

The full report for previous inspections can be found by selecting the 'all reports' link for Porters Avenue Doctors Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this inspection.**

This inspection was a comprehensive inspection part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach which involved a site visit: We looked at the Safe, Effective, Caring, Responsive and Well-led key questions.

## **How we carried out the inspection**

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site visit.

## **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.

# Overall summary

We found that:

- Results from the national GP patient survey showed patients level of satisfaction regarding accessing the practice and the way they were treated was significantly lower than local and national averages.
- 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.
- 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-centred care.
- The GP Patient survey results for the patient's access to the service was below national average.
- Clinical searches found patients receiving high-risk medicines, such as methotrexate, received appropriate monitoring.
- Staff were positive about the working at the practice.
- The practice had implemented a new patient app to improve appointment access.
- Patients were now offered same day appointments, if they could not be seen on the same day, they would be seen the next day.
- The practice was undertaking it's own patient survey.
- The system for the management of infection prevention and control was effective.
- The systems for the management of risk in the premises was effective

We found one breach of regulation. The provider **must**:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

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

- Continue to improve the uptake for childhood immunisation and of cervical cancer screening.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. 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 Porters Avenue Doctors Surgery

Porters Avenue Doctors Surgery Medical Centre is located at:

234 Porters Avenue  
Becontree  
Dagenham  
Essex  
RM8 2EQ

The practice has a branch surgery at:

Child & Family Surgery  
79 Axe Street  
Barking  
IG11 7LZ

The Porters Avenue practice in Dagenham and its branch practice Child and Family in Barking have 21,095 registered patients. The practice has been run by Omnes Healthcare Ltd since 2009.

The practice is situated within London Borough of Barking and Dagenham Integrated Care Board (ICB) and provides primary medical services to 21,950 patients. The practice has an Alternative Provider Medical Services (APMS) NHS contract and provides a full range of essential, enhanced and additional services including timely diagnosis and support for people with dementia; improving patient online access; influenza and pneumococcal immunisations; minor surgery; patient participation; risk profiling and case management; rotavirus and shingles immunisation; and unplanned admissions.

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.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second decile (2 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 67% White, 10% Asian, 18% Black, 4% Mixed, and 1% Other

The practice is managed by a General manager and clinical leads on site and is overseen by the General Manager and CQC registered manager. The practice team at the surgery is made up of ten GPs six male, four female. There are three female nurses, one female paramedic, two female pharmacists, and one health care assistant. There are nine administrative, reception and clerical staff, including one business manager, two practice managers and a supervisor. The practice is a training practice.

The practice is open between 8am and 8pm Monday to Friday, and from 9am to 12pm on Saturdays. Appointments are from 8am to 7.40pm daily. The practice offers a range of appointment types including book on the day, telephone consultations. The practice has opted out of providing out of hours (OOH) services when closed and directs patients to the OOH provider for NHS Barking and Dagenham ICB.

Porters Avenue Doctors Surgery is one of seven GP practices forming Concordia Health Limited.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury Surgical procedures	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <ul style="list-style-type: none"><li>Results from the national GP patient survey showed patients level of satisfaction regarding accessing the practice and the way they were treated was significantly lower than local and national averages. The practice had evaluated but had not yet improved its services in relation to the low scores in the national GP patient survey.</li></ul> <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014:</p>