

Westbury Road Medical Practice

Inspection report

32 Westbury Road
London
E7 8BU
Tel:

Date of inspection visit: 1 June 2021
Date of publication: 26/07/2021

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 to people's needs? | | Good |  |
| Are services well-led? | | Good |  |

Overall summary

We carried out an announced inspection at Westbury Road on 20 May and 1 June 2021. Overall, the practice is rated as good.

The ratings for each key question are as follows:-

Safe - Good

Effective - Good

Caring - Good

Responsive – Good

Well-led - Good

Following our previous inspection on 14 November 2016, the practice was rated Good in all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Westbury Road Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection which included a remote clinical records review and a site visit, as the practice had moved to a new location. We also followed up on any 'shoulds' that were identified at our previous inspection in November 2016 and found that these had been addressed.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video and telephone conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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 and good for all population groups.

We found that:

- The practice had systems and processes in place to facilitate the delivery of good quality care.
- 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 way the practice was led and managed promoted the delivery of good quality, person-centre care.
- Quality improvement activity led to the practice reviewing and improving on existing systems in place.
- There were processes in place to manage risk, issues and performance.

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

- Continue with programme of recall to improve on the uptake of childhood immunisations.
- Look at ways to offer patients variety in types of appointments available.
- Use practice website to provide patients with relevant information such as how to make a complaint and to provide links to local community support services.
- Conduct regular in-house patient surveys to ascertain current patient concerns.

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 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 Westbury Road Medical Practice

Westbury Road Medical Practice is based in Forest Gate, London at:

32 Westbury Road

London

E7 8BU

The provider is registered with CQC to deliver the following Regulated Activities:-

- Diagnostic and screening procedures
- Maternity and midwifery services
- Treatment of disease, disorder or injury.

The practice is situated within the Newham Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 4,745. This is part of a contract held with NHS England.

The practice is part of a wider network of the local GP Primary Care Network (PCN). This PCN is made up of six GP practices within this geographical area.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (3 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 approximately 58% Asian, 19% White, 16% Black, 3% Mixed, and 3% Other.

There are more male patients registered at the practice compared to females.

There is a team of four GPs (two partners and two salaried) who provide clinical care at the practice. The practice also has a one practice nurse, two healthcare assistants (one with shared duties), one social prescriber, one clinical pharmacist and one physician associate. The GPs are supported at the practice by a team of reception/administration and practice management staff. The practice is a teaching practice for medical students from Foundation Year 2 upwards.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face, the patient is asked to attend the practice.

Extended access and Out of Hours services is provided locally by Newham GP Coop, where late evening and weekend appointments are available. The practice participates in the extended access scheme through accepting weekend appointments at this location.