

Aldersbrook Medical Centre

Inspection report

65 Aldersbrook Road

London

E12 5DL

Tel: 02085188080

www.aldersbrookmedicalcentre.nhs.uk

Date of inspection visit: 6 & 11 July 2022

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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Aldersbrook Medical Centre on 6 & 11 of July 2022. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

This inspection was a comprehensive inspection following the provider's registration with the Commission to provide services at this location.

How we carried out the inspection/review

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 conferencing and telephone calls.
- 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:

- What we found when we inspected.
- Information from our ongoing monitoring of data about services.
- Information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall

We found that:

Overall summary

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- There were adequate systems to assess, monitor and manage risks to patient safety.
- The practice had systems for the appropriate and safe use of medicines, including medicines optimisation.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.
- 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 high-quality, person-centre care.
- There were evidence of systems and processes for learning, continuous improvement and innovation.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing and telephone calls and undertook a site visit. A second CQC inspector attended the 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 Aldersbrook Medical Centre

Aldersbrook Medical Centre is located in Wanstead, East London at:

65 Aldersbrook Road

Wanstead

London

E12 5DL

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.

The practice is situated within the North East London Integrated Care System (ICS) and delivers Personal Medical Services (PMS) to a patient population of about 4474 patients. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices within the Wanstead and Woodford primary care network.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh lowest decile (two 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 16% Asian, 68% White, 8% Black, 6% Mixed, and 1% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

The practice had a team of three GPs (two female and one male) and a practice nurse and health care assistant. There was a separate management lead GP for the practice. They were supported by a practice manager and administration and reception staff.

The practice is open between 8.00 am to 6.30 pm Tuesday to Friday and between 8.00 am to 7.30 pm on Mondays. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access and Out of Hours services is provided by the local GP Hub network, where late evening and weekend appointments are available.