

The Penrhyn Surgery

Inspection report

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Date of inspection visit: 15 November 2023
Date of publication: 25/01/2024

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 responsive to people's needs?

Requires Improvement



Overall summary

We carried out an announced targeted assessment of the responsive key question at The Penrhyn Surgery on 15 November 2023. The assessment took place remotely. As part of the assessment we have reviewed the rating for the responsive key question. As a result, the responsive key question rating has been changed to requires improvement.

Safe – not rated, the rating of good was carried over from the previous inspection.

Effective - not rated, the rating of good was carried over from the previous inspection.

Caring - not rated, the rating of good was carried over from the previous inspection.

Responsive – Requires Improvement.

Well-led - not rated, the rating of good was carried over from the previous inspection.

Following our previous inspection on May 2022, the practice was rated good overall and for all key questions. Following this assessment the overall rating remains good and the rating for the responsive key question has been changed to requires improvement.

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

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities to complete targeted assessments of the responsive key question to better understand the experience of patients and providers.

Outline focus of inspection to include:

- Responsive Key question inspected

How we carried out the inspection

This assessment was completed remotely.

This included:

- Conducting staff interviews using teleconferencing.
- Requesting evidence from the provider.
- Reviewing the data we hold on this provider.
- Reviewing patient feedback reported directly to us, verified patient reviews and patient experience evidence supplied by the provider.

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 found that:

- The practice was aware of poor patient satisfaction for access to the service. They had taken action to improve patient access, the changes had not yet provided verified data of patient satisfaction improving.
- Patients had difficulty accessing care and treatment in a timely way.

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

- Continue to review and improve patient satisfaction around access to the service.

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

This assessment was conducted by a CQC inspector.

Background to The Penrhyn Surgery

The Penrhyn Surgery is located in Walthamstow, North East London. The practice is in a converted house within a residential area.

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 Clinical Commissioning Group (NEL CCG) and delivers Personal Medical Services (PMS) to a patient population of about 9,545. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices Forest Eight Primary Care Network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the fifth lowest decile (five 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, 53.7% White, 18.7% Black, 17.8% Asian 4% Mixed, and 3% 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.

Five GPs work at The Penrhyn Surgery, two GP partners, two salaried GP's and one GP Trainee. There are two practice nurses and one locum Advanced Nurse Practitioner. The GPs are supported by a practice manager and assistant practice manager and a team of receptionists and administrators. The following categories of additional roles reimbursement scheme (ARRS) employed by the PCN support the practice as follows, 3 clinical pharmacists, 1 social prescriber, 1 physiotherapist, 2 care co-ordinators and 1 Mental Health Practitioner.

The practice offers a variety of online consultations, telephone consultations and face to face consultations however, most GP and Nurse appointments are face to face consultations as per patient choice.

Extended access is provided locally through the GP Federation, at five local GP Extended Access hubs, where late evening and weekend appointments are available. Out of hours services are provided by NHS111.