

Addison Road Medical Practice

Inspection report

46 Ravenswood Road
Walthamstow
London
E17 9LY

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Date of inspection visit: 26 March 2019
Date of publication: 10/05/2019

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 responsive?

Overall summary

We carried out an unannounced focussed inspection at Addison Road Medical Practice on 26 March 2019.

This inspection was carried out in response to concerns raised about the complaints system and access to the practice. The practice is still rated good, and this inspection focussed on the Responsive key line of enquiry.

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 and other organisations.

Inspection findings

- The practice had a clear documented approach to handling complaints, which was embedded in practice.
- The practice had an effective appointment system, which was monitored and regularly reviewed and provided a sufficient number of appointments for the practice population.

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

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

Our inspection team

The inspection team consisted of a CQC lead inspector.

Background to Addison Road Medical Practice

Addison Road Medical Practice is located in a purpose built health centre, which it shares with community services such as phlebotomy and nursing services. The practice is a part of Waltham Forest Clinical Commissioning Group (CCG).

There are approximately 14,500 patients registered with the practice, 27% of which are under the age of 18 which is higher than the national average of 21%. The practice has a deprivation score of 32, which is similar to the CCG average of 30 and higher (more deprived) than the national average of 22%. The practice provides GP services to two residential homes.

The practice has one male GP partner, one female salaried GP and six sessional GPs who carry out a total of 60 sessions per week and two female and one male practice nurses including a respiratory nurse specialist who carry out an average of 15 sessions per week. The practice also has a practice based pharmacist, a health care assistant, a practice manager, a deputy practice manager and 17 reception/administration staff members.

The practice operates under a Personal Medical Services (PMS) contract (a locally agreed alternative to the standard GMS contract used when services are agreed locally with a practice which may include additional services beyond the standard contract).

The practice is open Monday to Friday between 8:30am to 6:30pm, extended hours took place on a Monday until 8pm. The practice is also open on a Saturday between 9am and 2pm. Phone lines are answered from 8am and appointment times are as follows:

- Monday 8:30am to 1pm and 2pm to 8pm
- Tuesday 8:30am to 1pm and 2pm to 6:30pm
- Wednesday 8:30am to 1pm and 2pm to 6:30pm
- Thursday 8:30am to 1pm and 2pm to 6:30pm
- Friday 8:30am to 1pm and 2pm to 6:30pm
- Saturday 9am to 2pm

The locally agreed out of hours provider covers calls made to the practice whilst the practice is closed including directing patients to services including 111.

Addison Road Medical Practice operates regulated activities from one location and is registered with the Care Quality Commission to provide treatment of disease disorder or injury, surgical procedures, maternity and midwifery services, diagnostic and screening procedures and family planning.