

The Drive Surgery

Inspection report

68 The Drive
Ilford
IG1 3HZ
Tel: 02085543014

Date of inspection visit: 09 February 2022
Date of publication: 11/03/2022

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

Not inspected

Overall summary

We carried out an announced warning notice follow-up inspection at The Drive Surgery on 9 February 2022. The practice was previously inspected on 11 October 2021, when we rated the practice as follows: -

Safe - Inadequate

Effective – Requires improvement

Well-led - Inadequate

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

Why we carried out this inspection

This inspection was to assure ourselves that the provider had complied with the warning notice issued as a result of the surgery being rated overall inadequate following our previous unannounced focused inspection of the surgery in October 2021.

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.

Due to the nature of this inspection, the inspection team was on site for the duration of the inspection.

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.

We found that:

- The practice had put in place infection prevention controls in place to reduce the spread of infection.
- Processes had been put in place to ensure staff working at the practice had training conducted consistently and in a timely manner, as well as ensuring relevant qualifications and training certificates were placed on their staff file.
- Staff had the appropriate authorisations in place to administer medicines.

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

Dr Rosie Benneyworth *BM BS BMedSci MRCP*

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to The Drive Surgery

The Drive Surgery is based in Ilford, Essex at:

68 The Drive

Ilford

Essex

IG1 3HZ

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
- Family Planning

The practice is situated within the Redbridge Clinical Commissioning Group (CCG) and delivers Primary Medical Services (**PMS**) to a patient population of about 6,900. 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 eight GP practices within this geographical area.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh lowest decile (7 of 10). The lower the decile, the more deprived the practice population is relative to others.

There is one female GP provider who was supported by a team of four salaried GPs who provide clinical care at the practice. Three male locums and three female locums GP's work approximately nine sessions between them. One male clinical pharmacist works approximately four sessions a week. There are two part-time nurses who work four sessions a week. There is one healthcare assistant who works varied sessions per week. The clinical staff are supported by a team of part-time reception staff and are supported by a part-time practice manager and a deputy practice manager.

The local primary care network provides the practice access to one clinical pharmacist who works at the practice one day per week.

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 a combination of telephone and face-to-face consultations.

The practice opening hours are as follows: -

- 8am to 7pm Monday to Friday
- 10am to 6pm Saturday
- 11am to 3pm Sunday

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