

# Lathom Road Medical Centre

## Inspection report

2a Lathom Road  
East Ham  
London  
E6 2DU  
Tel: 02085485640

Date of inspection visit: 28 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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services well-led?

Inspected but not rated



# Overall summary

We carried out an announced focused inspection on 28 July 2022.

The practice was previously inspected on 24 and 26 May 2022. Following this inspection, the practice was rated inadequate overall and in safe and well-led domains and placed in special measures. We issued warning notices for breaches of Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance). The practice was required to address the concerns regarding Regulations 12 and 17 by 25 July 2022.

Previously, we carried out announced inspections at Lathom Road Medical Centre in 2016 and 2017. In 2016, the practice was rated good overall, requires improvement in the key question for safe and good for the key questions for effective, well-led, responsive and caring and patient population groups. In 2017, we followed up the previous requires improvement rating for the key question of safe and subsequently rated this as good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Lathom Road Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

**We did not review the ratings awarded to this practice at this inspection.**

## Why we carried out this inspection

This inspection was a focused, without undertaking a site visit inspection, to follow-up on warning notices we had issued at our last inspection.

## 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:

- Speaking with staff using video 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.

## 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.

# Overall summary

We found the provider had made sufficient improvements in providing safe services regarding:

- Clear systems and processes to keep patients safe.
- The provider had reliable systems and processes to keep patients safeguarded from abuse.
- A safe system in place to manage safeguarding training for staff.
- A safe system in place to monitor and manage recruitment, including disclosure and barring checks (DBS).
- Appropriate systems in place to safely manage high-risk medicines and medicines that require additional monitoring.
- A safe system regarding the cold chain for vaccines and medicines that require refrigeration.
- A safe effective system in place to manage patient safety alerts.
- A safe system regarding infection prevention and control, this included staff immunisations and certified immunity.
- A safe effective system in place to safely manage emergency medicines.
- Reliable systems to manage the practice premises safely.
- A failsafe process in place to follow-up patients who have undertaken cervical screening.
- The system operated for recording and acting on significant adverse events.

We found the provider had made sufficient improvements for providing effective services regarding:

- Clinical care was delivered consistently in line with national guidance.
- Monitoring of the outcomes of care and treatment.
- Healthcare assistants had undertaken Care Certificate qualifications or equivalent training to undertake their basic roles.
- Core specific training for staff who undertake insertion of contraceptive coils, childhood immunisations, cervical screening and long term condition reviews.
- Clinical supervision for staff.
- Staff appraisals.

We found the provider had made sufficient improvements to concerns we found in the well led key question. This included:

- Leaders could demonstrate that they had the capacity and skills to deliver high quality, sustainable care.
- The practice culture effectively supported high quality sustainable care.
- The overall governance arrangements were effective.
- The practice had clear and effective processes for managing risks, issues and performance.
- The practice acted on appropriate and accurate information.
- We saw evidence of systems and processes for learning, continuous improvement and innovation.

The service will remain in special measures until we have undertaken the next inspection and this will be reviewed at that time. This will be kept under review and if needed could be escalated. Where necessary, another inspection will be conducted within a further six months, and if there is not enough improvement we will move to close the service by adopting our proposal to remove this location or cancel the provider's registration.

Special measures will give people who use the service the reassurance that the care they get should improve.

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

**Dr Sean O'Kelly**

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 facilities and undertook a site visit. The team included a GP Specialist Advisor and a member of the CQC medicines team who completed clinical searches and records reviews.

## Background to Lathom Road Medical Centre

Lathom Road Medical Centre is located in London at: 2a Lathom Road, East Ham, London, E6 2DU. The practice has good transport links and is within easy reach of bus and train services providing direct access into Central London.

There is a clinical team of three GP partners; one long-term sessional locum/salaried GP; a locum practice nurse and two healthcare assistants (HCAs). Clinical staff are supported at the practice by a practice manager and a team of reception and administration staff.

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 and family planning.

The practice reception is open Monday-Friday between 8am-6:30pm, on Saturdays between 8.00am-12.30pm and appointments are available between these times. Patients may book appointments online, by telephone or in person.

The practice is situated within the North East London Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of 8,154 (as of 01 July 2022). This is part of a contract held with NHS England. They are part of a wider network of GP practices in NE2 Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four of 10). The lower the decile, the more deprived the practice population is relative to others. Lathom Road Medical Centre is within the fourth decile.

According to the latest available data, the ethnic make-up of the practice area is 62.3 % Asian, 19.3% White, 11.5% Black, 3.2% Mixed, and 3.7% Other.

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 a GP or clinician needs to see a patient on a face-to-face basis, an appropriate appointment is offered.

Extended access and out of hours services are provided locally by Newham GP Cooperative, where late evening and weekend appointments are available.