

Hornchurch Healthcare

Inspection report

58b Billet Lane
Hornchurch
RM11 1XA
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www.hornchurchhealthcare.co.uk

Date of inspection visit: 25.5.2022
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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 remote inspection at Hornchurch Healthcare over a period of time during May 2022. The practice had to unfortunately temporarily relocate days before the planned onsite inspection so the report is based on evidence gathered and remote interviews. Where we have been unable to obtain information to support parts of the inspection, we will undertake a focused inspection when the provider returns to their regular premises.

Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 19 January 2017, the practice was rated Good overall and for all key questions.

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

Why we carried out this inspection

This inspection was a comprehensive inspection to follow up on:

Ratings carried forward from previous inspection.

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.
- 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

Overall summary

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:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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 practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. This included a walking group for patients and staff on a weekly basis to improve wellbeing and increase communication across the practice.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to monitor and improve cervical screening.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. 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 Hornchurch Healthcare

Hornchurch Healthcare is located in Hornchurch at:

58b Billet Lane

Hornchurch

Essex

RM11 1XA

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 surgical procedures. These regulated activities are delivered on site.

The practice is situated within the North East London Clinical Commissioning Group (CCG) and delivers Personal Medical Services (**PMS**) to a patient population of about 9300. This is part of a contract held with NHS England.

Hornchurch Healthcare is located in a purpose built 1970s building, which has been extended to provide additional consultation rooms. Hornchurch Healthcare is co-located with another GP Practice. The practice is accessible with ramp access, disabled toilets and full access to all consultation rooms at ground floor level. Language interpretation is available by prior arrangement, including BSL.

The practice is a part of North East London Clinical Commissioning Group in the London borough of Havering, soon to be North East London, Integrated Care System (ICS). Hornchurch Healthcare is also part of the South Havering Primary Care Network (PCN) and works with other local practices to improve the quality of healthcare for the local population.

There are 9300 patients registered at the practice with a mixed demographic of working age families and older adults. Hornchurch Healthcare is the named GP practice for one nursing home, one residential home and one home for adults with learning disability. Information published by Public Health England rates the level of deprivation within the practice population group as ninth on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The practice provides a range of services including child health and immunisation, minor illness clinics and clinics for patients with long term conditions. The practice also provides health advice, family planning and travel clinics. The practice provides a number of enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract) including joint injections and long acting contraception.

The practice has two female partners, four salaried GPs (three female, one male) and two regular locums (one male, one female) completing a total of 33 sessions per week. An additional six session GP is starting in August 2022. There is one full time practice nurse working eight sessions a week and extended hours, one nurse prescriber working four sessions per week and extended hours and an advanced nurse practitioner for one session per week. In addition, there is a social prescriber, care coordinator, clinical pharmacist, mental health practitioner and health and wellbeing coach shared with the PCN. Hornchurch Healthcare has a practice manager, two medical secretaries and 10 reception and administration staff members who are all trained in care navigation.

The practice is an undergraduate training practice for medical students from Barts and the London medical school and has recently been accredited as a GP training practice with a GP registrar starting in August 2022.

The practice is open Monday to Friday between 8:00am and 6:30pm and the phone lines are open for the same time period. Extended hours are offered on Monday evenings until 8pm and on Tuesday, Thursday and Friday mornings from 7.30am.

A range of appointment types are offered, including telephone consultations, face-to-face, online or video consultations and home visits where necessary. The locally agreed out of hours provider covers calls made to the practice whilst it is closed although online consultations are available via the website from 8am Monday-6.30pm Friday.

According to the latest available data, the ethnic make-up of the practice area is 7% Asian, 89% White, 2% Black, 1% 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.