

# Essex Lodge

## Inspection report

94 Greengate Street  
Plaistow  
London  
E13 0AS  
Tel: 02084724888

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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 well-led?

Good



# Overall summary

We carried out an announced review of Essex Lodge on 15 June 2021.

Following our previous comprehensive inspection on 7 October 2019, the practice was rated as good overall and for all key questions, except for well-led which was rated as requires improvement.

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

This was a focused review of information (without undertaking a site visit) to follow up on the well-led key question.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out our review;
- information from our ongoing monitoring of data about services; and
- information from the provider, patients, the public and other organisations.

We have rated the practice as **good** overall.

We rated the practice as **good** for providing well-led services because:

- Leaders worked together to deliver high quality sustainable care.
- Staff told us they thought the partners and management team worked together effectively.
- The practice had made changes to the meeting notes structure to ensure that any identified actions were followed up appropriately.
- Staff knew how to report significant events and the practice had systems to learn from and identify trends in significant events.
- The practice had put processes in place to manage risks identified at the previous inspection, for example by ensuring an effective system was in place to monitor referrals.

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

**Dr Rosie Benneyworth** *BM BS BMedSci MRCGP*

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Not inspected</b>	
<b>People with long-term conditions</b>	<b>Not inspected</b>	
<b>Families, children and young people</b>	<b>Not inspected</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

This review was carried out by a CQC inspector.

## Background to Essex Lodge

Essex Lodge is situated in East London, within NHS Newham Clinical Commissioning Group (CCG). The practice provides services to approximately 13,027 patients under a Personal Medical Services 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 registered with the CQC to carry on the following regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Surgical procedures; and Treatment of disease, disorder or injury.

The clinical team at the practice consists of two male GP partners, five salaried GPs, a GP registrar, two regular locum GPs, four practice nurses, two healthcare assistants, and a pharmacist. There is a practice director, practice manager, business manager, and a team of reception, secretarial and administrative staff. The practice also teaches medical students and trains GP registrars.

The practice is open:

- Monday from 7.30am to 7.00pm;
- Tuesday from 8.00am to 6.30pm;
- Wednesday from 8.00am to 6.30pm;
- Thursday from 8.00am to 6.30pm;
- Friday from 8.00am to 6.30pm;
- Saturday from 8.00am to 1.00pm.

Appointments are available:

- Monday from 8am to 8.30am (extended hours), and from 8.30am to 6pm;
- Tuesday from 8am to 8.30am (extended hours), and from 8.30am to 6pm;
- Wednesday from 8am to 8.30am (extended hours), and from 8.30am to 6pm;
- Thursday from 8am to 8.30am (extended hours), and from 8.30am to 5pm;
- Friday from 8.30am to 1.30pm, and from 2pm to 6pm;
- Saturday from 8am to 10.30am (extended hours).

Appointments include home visits, telephone consultations and online consultations. Patients telephoning when the practice is closed are directed to the local out-of-hours service provider.

National General Practice Profile describes the practice ethnicity as being 34.1% White, 33.8% Asian, 23.3% Black, 5.2% mixed race, and 3.6% other ethnicities.