The Willows Medical Practice

Inspection report

Hainault Health Centre
Manford Way
Chigwell
IG7 4DF
Tel: 08444778742
www.willowspractice.co.uk

Date of inspection visit: 20 July 2022
Date of publication: 15/09/2022

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	Good
Are services responsive to people's needs?	Requires Improvement

Overall summary

Following our previous inspection on 19 and 26 May 2021 the practice was rated Good overall and for all key questions with the exception of responsive which was rated requires improvement:

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

At this inspection the practice remains rated as Good Overall.

- Responsive – Requires Improvement.

Why we carried out this inspection

We carried out an announced focused inspection at The Willows Medical Practice on 20 July 2022 to review the service provided requires improvement rating for providing a responsive service.

The inspection consisted of a review of information without undertaking a site visit to follow up on:

- *Areas where the practice could improve such as conducting in house surveys, and how the practice improved access for patients by telephone.*

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 reviews 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:

- Requesting evidence from the provider.

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.

Our findings

We found that:

- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. However, patients could not always access care and treatment in a timely way.

We found the following breach of regulations, the provider **must**:

Overall summary

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

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.

Background to The Willows Medical Practice

The Willows Medical Centre is located in Chigwell at:

Hainault Health Centre

Manford Way

Chigwell

Essex

IG7 4DF

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 (*delete as required).

The practice is situated within the North East London ICS and delivers General Medical Services (GMS) to a patient population of about 6,655. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices within the Fairlop 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 fifth lowest decile (five of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 71% White, 15% Asian, 8% Black, 4% Mixed, and 2% 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.

There is a team of five GPs (three partners and two salaried) who provide clinical care at the practice. The practice also has a one practice nurse, two healthcare assistants and one clinical pharmacist. The GPs are supported at the practice by a team of reception/administration and practice management staff. The practice is a teaching and training practice for medical schools and takes students from Foundation Year two to five.

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 the GP needs to see a patient face-to-face, the patient is asked to attend the practice.

Extended access and Out of Hours services is provided locally by Healthbridge Direct, where late evening and weekend appointments are available.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance How the regulation was not being met The registered person had systems or processes in place that operated ineffectively in that they failed to enable the registered person to assess, monitor and improve the quality and safety of the services being provided. In particular: Patient satisfaction scores in the National GP Patient Survey were lower than local and national averages and the actions taken by the practice to improve the scores were ineffective.