

Seymour Medical Centre

Inspection report

266 Lea Bridge Road

Leyton

London

E10 7LD

Tel: 02085391221

www.seymourmedicalcentre.nhs.net

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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

Are services safe?	
Are services well-led?	

Overall summary

We carried out an announced comprehensive inspection at Seymour Medical Centre on 10 January 2018. The overall rating for the practice was requires improvement and the provider was issued with a warning notice under regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 due to not complying with their legal obligations around fire safety. The full comprehensive report published in March 2018 can be found by selecting the 'all reports' link for Seymour Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 9 July 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in

our previous inspection on 10 January 2018. This inspection was not rated and the report covers our findings in relation to those requirements outlined in the issued warning notice.

Our key findings were as follows:

- Staff had clear roles and responsibilities to support good governance.
- Fire risk assessments had been completed and all identified concerns had been rectified.
- Combustible materials were safely stored.
- Routine fire alarm checks and fire drills were carried out.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

Older people

People with long-term conditions

Families, children and young people

Working age people (including those recently retired and students)

People whose circumstances may make them vulnerable

People experiencing poor mental health (including people with dementia)

Our inspection team

Our inspection team consisted of a lead inspector.

Background to Seymour Medical Centre

Seymour Medical Centre is located in a residential area in East London and is based in a converted house. The practice provides NHS primary medical services through a Personal Medical Services (PMS) contract to approximately 6,000 patients in the Waltham Forest area. PMS is one of the three contracting routes available to enable commissioning of primary medical services. The practice is part of the Waltham Forest Commissioning Group (CCG). The premises are owned by one of the partners.

The areas index of multiple deprivation is three. The index of multiple deprivation 2015 is the official measure of relative deprivation for small areas in England. The index of multiple deprivation ranks every small area in England from one (most deprived area) to 10 (least deprived area). Fifty nine percent of the people from the practice are from black and minority groups.

The practice staff comprises of three full time male GPs (each GP carries out between seven and eight clinical

sessions and one to two administration sessions per week) and a full time female practice nurse. There is a practice manager, a deputy practice manager and a small team of non-clinical staff members.

The practice opening hours are from 8am to 6:30pm on Mondays, Tuesdays, Thursdays and Fridays and closed between 1pm and 2pm. On a Wednesday the practice opened from 7am to 8:30pm and closed between 12:30pm and 2pm.

When the practice is closed, as a member of the local GP Federation, all the patients had access to pre-bookable weekday and evening appointments from 6:30pm to 9:30pm and weekend appointments on a Saturday and Sunday from 8am to 8pm. When this is closed patients are referred to the NHS 111 service.

The practice is registered with the Care Quality Commission to carry on the regulated activities of diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

Are services safe?

At our previous inspection on 10 January 2018, we issued a warning notice under regulation 12 as the practice had not carried out any fire risk or electrical safety assessments and therefore had no assurance of staff and patient safety.

These arrangements had significantly improved when we undertook a focussed inspection on 9 July 2018.

Track record on safety

The practice had a good safety record.

- There was a comprehensive fire risk assessment and all actions identified as a result had been completed. For example, a fire blanket was purchased and interlinked smoke detectors were fitted.
- The practice had installed emergency lighting.
- A fire detection alarm system connecting all rooms was installed.
- The practice had undertaken an electrical installation, which included the fitting of a new electrical distribution board and a full electrical wiring check.
- An extra socket was fitted in the nurse's room to allow the fridge to be plugged directly into instead of using an adapter plug to mitigate fire risk.
- There was a system to ensure the safe storage of combustible materials.
- The glazed partitions above consultation room doors was replaced to make them fire resistant.

Are services well-led?

At our previous inspection on 10 January 2018, we issued a warning notice under regulation 12 as the practice had not carried out any fire risk or electrical safety assessments and therefore had no assurance of staff and patient safety.

These arrangements had significantly improved when we undertook a focussed inspection on 9 July 2018.

Governance arrangements

There were clear responsibilities, roles and systems of accountability to support good governance and management.

- Staff had clear roles and responsibilities to support good governance and management. We found the practice had effective arrangements in place for monitoring risks associated with fire detection and safety.

Practice leaders had established policies, procedures and activities to ensure safety and ensured themselves that they were operating as intended.