

Allerton Road Medical Centre

Inspection report

34 Allerton Road
London
N16 5UF
Tel: 02088022882

Date of inspection visit: 13 to 18 September 2023
Date of publication: 20/10/2023

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 comprehensive at Allerton Road Medical Centre on 13 and 18 September 2023. Overall, the practice is rated as good.

Safe - good.

Effective -good.

Caring – good.

Responsive – good.

Well-led – good.

Following our previous inspection on 18 February 2015, 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 Allerton Road Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection.

We carried out this comprehensive inspection because the practice has not been inspected since 2015.

How we carried out the inspection.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site visit.

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 and
- information from the provider, patients, the public and other organisations.

We found that:

Overall summary

- The practice lead had been recently recruited. They were supported by a human resource and a senior management team and directly by a regional manager.
- During the inspection process, the practice highlighted efforts they were making or had made to improve the childhood immunisation uptake to meet the world health organisation targets. However, the effect of these efforts was not yet reflected in verified outcomes data.
- At the time of the inspection the practice lead did not have oversight of the practice nurse role specific training.
- 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.
- The practice had systems for the appropriate and safe use of medicines, including medicines optimisation.
- Patients with long-term conditions were offered an effective annual review to check their health and medicines needs were being met.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- 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**:

- Take steps to ensure the practice hold all of the necessary information to provide safe care and treatment in regard to the staff training and fire risk assessments.
- Implement regular reviews of the practice nurse prescribing.
- Take steps to improve the childhood immunisation uptake.

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 Health Care

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 with a CQC practice nurse specialist adviser. 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 Allerton Road Medical Centre

Allerton Road Medical Centre is located in Hackney at:

34 Allerton Road

London

N16 5UF

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.

The practice is situated within the North East London Integrated Care Board. The practice provides NHS primary medical services through an Alternative Provider Medical Services (APMS) contract to approximately 5,950 patients. The practice is part of a wider network of GP practices. (The Woodberry Wetlands Primary Care Network)

The practice has been run since 2013 by the Hurley Clinic Partnership (Hurley), which operates 14 locations across London.

According to the latest available data, the ethnic make-up of the practice area is 8% Asian, 67% White, 13% Black, 5% Mixed, and 7% Other. The practice explained that they have 3086 male, 2779 female and 1677 under the age of 18 years and 626 under the age of 5 years. 40% of the practice population was from a specific cultural and religious background.

There is a team of three GPs and one practice nurse. The clinical staff are supported at the practice by a practice lead and a team of reception/administration staff. The practice is supported by the Hurley Group Partnership management team.

The practice is open between 8 am to 6.30 pm Monday to Friday. Extended hours appointments were offered on a Monday and Tuesday from 7:30am to 8am by the practice nurse and on a Tuesday and Thursday from 6:30pm to 7 pm by the GP.

The practice offers a range of appointment types including book on the day, telephone consultations, online and advance appointments.