

# North Street Medical Care

## Inspection report

274 North Street  
Romford  
Essex  
RM1 4QJ  
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[www.northstreetmedicalcare.co.uk](http://www.northstreetmedicalcare.co.uk)

Date of inspection visit: 28 January to 28 January  
2019  
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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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at North Street Medical Care on 28 January 2019 as part of our inspection programme.

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 have rated this practice as good overall and good for all population groups.**

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 organised and delivered services to meet patients' needs. 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:**

- Ensure premises risk assessment and the outstanding actions from the most recent fire risk assessment are completed.
- Review the processes for ensuring security of prescription forms.
- Continue to monitor and address patient concerns about telephone access and making appointments.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a practice nurse specialist advisor.

## Background to North Street Medical Care

North Street Medical Care is operated from two sites; Romford Site: 274 North Street, Romford, Essex, RM1 4QJ. Chadwell Heath Site: Chadwell Heath Health Centre, Ashton Gardens, RM6 6RT. The both practice sites have good transport links and are located on busy high streets where there is good availability of pharmacies and other local amenities and access to parking.

Patients registered with the practice can attend either site to access services according to their own preference.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury. These are delivered from both sites.

North Street Medical Care is situated within Havering Commissioning Group (CCG) and is one of 44 practices serving this area. The practice provides services to around 18,750 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a four partner GP practice who registered with the CQC in April 2013. The practice employed eight salaried GPs, a nurse practitioner, five nurses, two health care assistants and several reception/administration staff.

The area in which the practice is situated is in the fourth less deprived decile out of 10. There are a roughly equal number of male and female patients registered at the practice with the highest age group (both male and female) being those aged from 15 to 44 years. The National General Practice Profile states that 76% of the practice population is from a White (British) background, 9% being White (other) and 15% originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.