

Pollard Row Practice

Inspection report

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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.

Overall summary

We carried out an unannounced focused inspection of Pollard Row Practice on 25 August 2020 as a result of concerns raised with the CQC.

This report covers our findings in relation to the specific concerns raised with us which we looked at during our inspection visit, and does not change the current ratings held by the practice.

The practice was last inspected on 20 November 2018 and we rated the practice as good overall.

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.

Our key findings were as follows:

- There was ineffective communication and working arrangements between leaders and management.
- Staff knew how to report and record incidents, however a recent incident regarding a delay in the repeat prescribing process had not been recorded as a significant event.

- Some policies were overdue for review.
- Clinical oversight of locum GPs and the practice nurse was not formalised or documented.
- We reviewed a sample of patient records and found appropriate care and treatment was delivered.
- Patients were able to access care and treatment in a timely way.
- Staff reported that leaders were visible and approachable.

Although we did not find any breaches of regulation, the areas where the provider **should** make improvements are:

- Improve communication and working arrangements between leaders and management.
- Review policies and procedures in a timely manner and ensure they are up to date and contain all the required information.
- Formalise and document oversight of clinicians.

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

Our inspection team

Our inspection team was led by a CQC lead inspector, who was assisted by a GP specialist advisor and a second CQC inspector.

Background to Pollard Row Practice

Pollard Row Practice is situated in Bethnal Green in East London, within NHS Tower Hamlets Clinical Commissioning Group (CCG). The practice provides services to approximately 4,547 patients under an Alternative Provider Medical Services (APMS) contract (a locally negotiated contract between NHS England and general practices for delivering general medical services).

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, one female long-term locum GP, a practice nurse and a phlebotomist. Non-clinical staff include a practice manager, a practice supervisor, and a team of reception and administrative staff members.

The practice is open between 8am and 8pm Monday to Friday, except for Thursday when it is open until 1pm. Appointments are available at the following times:

- Monday from 8am to 1pm and from 2pm to 8pm;
- Tuesday from 8am to 8pm;
- Wednesday from 8am to 1pm and from 2pm to 8pm;
- Thursday from 8am to 1pm;
- Friday from 8am to 1pm and from 2pm to 8pm.

Patients telephoning when the practice is closed are directed to the local out-of-hours service provider. Patients can also access extended hours appointments through several hub practices within Tower Hamlets.

Information published by Public Health England rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. In England, people living in the least deprived areas of the country live around 20 years longer in good health than people in the most deprived areas.

National General Practice Profile describes the practice ethnicity as being 49.8% white, 36.3% Asian, 7.0% black, 4.3% mixed race, and 2.5% other ethnicities.