

Chingford Medical Practice

Inspection report

Chingford Health Centre
109 York Road, Chingford
London
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www.chingfordmedicalpractice.nhs.uk

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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



Overall summary

We carried out an announced focused inspection at Chingford Medical Practice on 3 July 2019 to follow up on breaches of a regulation. CQC inspected the service on 29 November 2018 and asked the provider to make improvements regarding breaches of Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We checked these areas as part of this focused inspection and found this had been resolved.

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.
- Comprehensive health and safety risk assessments had been undertaken and acted on to eliminate and mitigate risks for fire, legionella, and infection control.
- Safety alerts were received, cascaded, followed up and clearly documented to ensure and verify patient's safety.
- Patients chaperoning arrangements were recorded accurately.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

The CQC inspection team consisted of a CQC lead inspector with access to advice from CQC specialist advisers.

Background to Chingford Medical Practice

Chingford Medical Practice is in a residential area of Chingford in East London and is based in a purpose-built building that also houses community services. There are 8797 patients registered with the practice.

Clinical staff include three Partners providing 2.5 whole time equivalent (WTE) GP's consisting of one male and two female Partners and one female salaried GP (0.75 WTE), two nurse practitioners (1 WTE), one female nurse (0.67 WTE), and a female health care assistant (0.69 WTE).

Non-clinical staff are a full-time practice manager, a PA/Secretary and Reception Supervisor, and a team of part-time administrative and reception staff.

The practice is a teaching practice for medical students' (1st & 5th years) and a training practice for qualified GP's.

It is open Mondays to Wednesdays 8.30am to 7.30pm, and Thursdays and Fridays 8.30am to 6.30pm. Telephone lines open from 8am to 6.30pm weekdays and the practice does not close its telephone lines or doors for lunch. Extended hours opening are Mondays, Tuesdays and Wednesdays 6.30pm to 7.30pm.

Appointment times are:

- Mondays 9:00am to 7:30pm.

- Tuesdays 9:00am to 1:00pm and 2pm to 7:30pm.
- Wednesdays 9:00am to 11:30am and 2:00pm to 7:30pm.
- Thursdays 9am to 11am. No pm clinics, surgery is open until 6:30pm.
- Fridays 08:30am to 12:30am and 1:00pm to 6:30pm.

The out of hours service provides cover for telephone calls made whilst the practice is closed.

Chingford Medical Practice delivers regulated activities from one location and is registered with the Care Quality Commission to provide Diagnostic and screening procedures, Surgical procedures, Maternity and midwifery services, Treatment of disease, disorder or injury and Family planning.

The 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. The demographic of local population ethnicity identifies as White 69.9%, Mixed race 5.1%, Asian 9.8%, Black 12.3%, and Other race 2.9%.