

Custom House Surgery

Inspection report

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London
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We previously carried out an announced comprehensive inspection of Custom House Surgery on 20 October 2021. At that inspection, we found the practice was in breach of Regulation 12 Safe care and treatment of the Health and Social Care Act 2008. In line with the CQC's enforcement processes, we issued a warning notice which required Custom House Surgery to comply with the regulations by 31 December 2021.

The Custom House Surgery is currently rated as requires improvement overall (inadequate for the key question of safe, and requires improvement for the key questions of effective, responsive and well-led, and good for the key question of caring).

The full report of the practice's previous inspection can be found by selecting the 'all reports' link for Custom House Surgery on our website at www.cqc.org.uk.

We carried out this announced focused inspection on 14 February 2022 of the Custom House Surgery, to review compliance with the warning notice issues previously. We did not visit the location during this inspection. At this inspection we found the breaches of regulation in our warning notice had now been complied with. This report covers our findings in relation to those specific areas, is not rated, and does not change the current ratings held by the practice.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out remotely with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video and telephone conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider

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 and other organisations

Following our methodology, we have not rated the practice at this inspection.

At the inspection on 14 February 2022, we found the provider had taken effective actions to address the breaches of regulation.

- Appropriate clinical monitoring was in place for patients prescribed high risk medicines.
- Systems of coding to identify patients with long term conditions such as diabetes had improved.

Overall summary

- Patients with long term conditions were reviewed and signposted to preventative care where appropriate.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to review and improve evaluation of improvement actions, to ensure improvements embedding and longer-term sustainability

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. 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 Custom House Surgery

Custom House Surgery is a partnership based in Newham, in the North East London at 16, Freemasons Road, London E16 3NA. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the NHS Newham Clinical Commissioning Group (CCG) and provides primary care to around 9,800 patients under a Personal Medical Services (PMS) contract. This is part of a contract held with NHS England. The practice is part of a wider Primary Care Network (PCN) of GP practices – South One PCN.

The clinical staff team are two male partner GPs both working eight sessions per week, a female salaried GP working four sessions, two regular locum GPs (one male and one female) collectively working eight sessions, two female Advanced Nurse Practitioners collectively working 11 sessions, a female Practice Nurse working four sessions, a full time Clinical Pharmacist, and three female Healthcare Assistants (two full time and one part time) that also undertake phlebotomy (blood tests) on site. The clinical team are supported by a full time Practice Manager and a team of Reception and Administrative staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. At the time of our inspection the practice was increasing face-to-face appointments offered. GP appointments are available Monday to Friday 9.30am to 1.30pm and 2.30pm to 6.30pm, Nurses appointments are Monday and Wednesday 9am to 1.15pm and 1.45pm to 6pm, and Healthcare Assistants appointments Monday to Friday 8.30am to 6.30pm. Extended hours appointments are provided via the PCN 6.30pm to 10pm on weekdays, Saturday 9am to 5pm and Sunday 9am to 1pm. Patients telephoning when the practice is closed are directed to the local out-of-hours service provider, the Newham GP Co-op.