

Harley Grove Medical Centre

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.

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 inspection of Harley Grove Medical Centre on 13 August 2019 following our annual review of the information available to us about the practice. This inspection looked at the following key questions:

- Are services effective?
- Are services well-led?

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 rated the practice as **good** for providing effective and well-led services because:

- Care and treatment was delivered in line with current legislation, standards and evidence-based guidance.
- The practice reviewed and monitored the effectiveness and appropriateness of the care and treatment it provided through a programme of quality improvement activity.
- Staff had the skills, knowledge and experience to carry out their roles.
- The practice had an active patient participation group.

- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- The practice had effective processes for managing risks, issues and performance.
- There was a focus on learning, continuous improvement and innovation.

We did not inspect whether the practice was providing safe, caring and responsive services at this inspection and have used the previous ratings in making our judgement about the overall quality of care.

Whilst we found no breaches of regulations, there were areas where the provider could make improvements and **should:**

- Continue to monitor and take action to improve the uptake of childhood immunisations and cervical screening rates.
- Ensure formal references are obtained for locum GPs working at the practice.
- Consider carrying out practice patient surveys to assist in identifying any areas requiring change or improvement.

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

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

Our inspection team was led by a CQC lead inspector, who was supported by a GP specialist adviser.

Background to Harley Grove Medical Centre

Harley Grove Medical Centre is situated within NHS Tower Hamlets Clinical Commissioning Group (CCG). The practice provides services to approximately 6,652 patients under a General Medical Services (GMS) contract (this is a contract between general practices and NHS England for delivering primary care services to local communities).

The practice has a website: www.harleygrove.nhs.uk.

Tower Hamlets CCG consists of 36 GP practices split into eight networks. Harley Grove Medical Centre is part of the 'Bow Health Network', comprising of five practices in the locality.

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 collectively providing 10 clinical sessions per week, one male salaried GP providing two clinical sessions per week, one female salaried GP providing four clinical sessions per week, two long-term locum GPs collectively providing four clinical sessions per week, one female practice nurse providing eight clinical sessions per week, one male healthcare assistant providing eight clinical sessions per week, and one female community

pharmacist providing three clinical sessions per week. A pharmacist also attends the practice once per week through the local network. There is a full-time practice manager and a team of reception and administrative staff.

The practice's opening hours are:

- Monday from 9am to 7.30pm;
- Tuesday, Wednesday, and Friday from 9am to 6.30pm;
- Thursday from 8.30am to 7.30pm.

Appointments are available at the following times:

- Monday and Thursday from 9am to 12.30pm and from 3.30pm to 7.30pm;
- Tuesday, Wednesday and Friday from 9am to 12.30pm and from 3.30pm to 6pm.

Appointments include home visits, telephone consultations and online consultations. Patients telephoning when the practice is closed are directed to the local out-of-hours service provider.

Information published by Public Health England rates the level of deprivation within the practice population group as two, 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.