

Maylands Health Care

Inspection report

300 Upper Rainham Road
Hornchurch
Essex
RM12 4EQ
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Date of inspection visit: 22 July to July 22 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?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Maylands Medical care on 22 July 2019, to follow up the breaches of inspection found in the inspection of 14 November 2018 .

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,
- information from the provider, patients, the public and other organisations.

We have rated this practice as good overall

We rated the practice as **requires improvement** for providing responsive services because:

- We found the practice had made improvements and increased the number of available appointments following the inspection on the 14 November 2018. However, the system for contacting the practice by telephone to make an appointment restricted patient access to the practice.

This has impacted all population groups and so we have rated all population groups as requires improvement.

We rated the practice as **good** for providing safe, effective, caring and well led services because:

- The practice had made significant improvement to the practice in response to the previous inspection.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Complaints were listened and responded to and used to improve the quality of care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice learned and made improvements when things went wrong.
- Staff worked together and with other organisations to deliver effective care and treatment.

The areas where the provider **must** make improvements are:

Ensure the care and treatment of patients is appropriate, meets their needs and reflects their preferences in regard to accessing telephone appointments.

The areas where the provider **should** make improvements are:

- Review the emergency drugs and put in place a risk assessment to demonstrate the reasons when medicines are not included.
- Review the clinical supervision, to ensure it includes the regular review of the clinicians patient notes.
- Review the need for a Disclosure and Barring Check for volunteers where there is patient contact.

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

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a practice manager specialist adviser.

Background to Maylands Health Care

Maylands Medical Care is located at:-

300 Upper Rainham Road

Hornchurch

Essex

RM12 4EQ

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice has a contract with the Havering Clinical Commissioning Group (CCG). The practice provides General Medical Services (GMS) for 14,673 (7,178 male, 7,495 female) patients.

The practice has five male GPs, three female GP, three female practice nurses, one female healthcare assistant. The practice has an Advanced Clinical Practitioner and a clinical Pharmacist. A practice manager, an assistant practice manager and an extensive administrative team. The practice is a GP training practice They are supported by a team of non-clinical staff including a practice manager, assistant manager and reception manager.

- The practice's opening times for reception are Monday and Wednesday 8am to 8pm, Tuesday, Thursday and Friday 8am to 6pm.
- Appointments are available Monday and Wednesday 8:30am to 11:20am 6pm to 7:50pm Tuesday, Thursday and Friday 8:30am to 11:20am and 1:50pm to 5:50pm.
- When the practice is closed, out of hours cover for emergencies is provided by Havering GP Federation and NHS 111 services.

The practice part of the wider network of GP practices in Havering. The practice catchment area is classed as being within one of the least deprived areas in England. The practice scored eighth on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

National General Practice Profile describes the practice ethnicity as being 83% white British, 4.4% Asian, 4.9% black, and 1.8% mixed and 0.5% other non-white ethnicities.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

| Regulated activity | Regulation |
|--|---|
| Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury | Regulation 9 HSCA (RA) Regulations 2014 Person-centred care How the regulation was not being met... Reasonable adjustments were not being made to enable service users to receive their care or treatment. In particular: The system for contacting the practice by telephone to make an appointment restricted patient access to the practice. |