

# Wellington Way Health Centre

## Inspection report

1a Wellington Way  
London  
E3 4NE  
Tel: 02089803676  
[www.merchantstreet.nhs.uk](http://www.merchantstreet.nhs.uk)

Date of inspection visit: 16 and 21 August 2023  
Date of publication: 05/02/2024

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 to people's needs?

Requires Improvement 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive at Wellington Road Health Centre on 16 and 21 August 2023. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive – Requires Improvement

Well-led - Good

## Why we carried out this inspection

We carried out this inspection as a result of two GP practices both operating from the same location merging. This is the first inspection for this provider at this location. The full report for this inspection can be found by selecting the 'all reports' link for Wellington Way Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:-

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

## 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, patients, the public and other organisations.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs. We saw that the provider engaged with local healthcare partners to ensure care of patients shared between services was seamless.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

# Overall summary

- Results from the last published nation GP survey, showed some patients felt they could not always access care and treatment in a timely way.
- The practice conducted its own internal patient surveys and acted upon the outcomes of survey results.
- Governance arrangements at the practice supported good management of delivery of services at the practice.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Staff at the practice had the skills, knowledge and experience to do their job, however this was not always recorded their training.
- The practice acted upon learning gained from significant events and complaints to improve the provision of services at the practice.
- Staff wellbeing was important to practice leaders, and we saw this commitment demonstrated in a recent all staff wellbeing event at the practice.

Whilst we found no breach of regulation, the provider **should**:

- Monitor that staff training is completed when required.
- Embed new prescription monitoring policy within practice governance.
- Have staff meeting discussions relating to safety alerts noted in minutes.
- Establish effective system and processes to ensure good governance in accordance with the fundamental standards of care in relation to access to services delivered at this location.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. 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 Wellington Way Health Centre

Wellington Way Health Centre is located at:

1a Wellington Way

London

E3 4NE

The provider is registered with CQC to deliver the regulated activities;

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Treatment of disease, disorder or injury
- Surgical procedures

The practice is situated within the North East London Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 10,500. This is part of a contract held with NHS England.

The practice is part of a wider network of the Bow Health GP practices which operate in the London Borough of Tower Hamlets.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the third lowest decile (three of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 42% Asian, 43% White, 10% Black, 5% Mixed and Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of six GPs including four partners at the practice. The practice has a team of three nurses and three health care assistants. In addition the practice has access to a care coordinator, nursing associate, physician associate (x2), social prescribing link workers (x2) and a first contact physiotherapist. The GPs are supported at the practice by a team of twelve reception/administration staff, who are managed by a practice manager and assistant practice manager.

The practice is open between 8am to 18:30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the local GP federation, where late evening and weekend appointments are available. Out of hours services are provided by NHS111.