

Dr Poolo's Surgery - Rush Green Medical Centre





Inspection report

Rush Green Medical Centre
261 Dagenham Road
Romford
RM7 0XR
Tel: 01708209220
www.dpsrgmc.co.uk

Date of inspection visit: 19 & 31 October 2022
Date of publication: 20/12/2022

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 well-led?		Good	

Overall summary

We carried out an announced focused inspection at Dr Poolo's Surgery - Rush Green Medical Centre on 19 and 31 October 2022. Overall, the practice is rated as good.

Following our previous inspection on 30 September 2021, the practice was rated requires improvement overall and for key questions safe and well-led.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Poolo's Surgery - Rush Green Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up on breaches of regulation from the September 2021, in line with our inspection priorities.

How we carried out the inspection.

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 and telephone calls.
- 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.
- Staff were involved with the running of the practice and their views were sought by the practice GP partners.
- The practice's GP Patient Survey results was 10% higher than the national average for patients describing their overall experience at the practice as good.
- Patients could access care and treatment in a timely way.
- Clinical audits were used to improve levels of care provided to patients.
- Significant events that occurred at the practice were analysed and improvements made to the service as a result.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Overall summary

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

- Continue with measures to improve the uptake of childhood immunisations at the practice.
- Continue with measures to improve the uptake of cervical screening at the practice.
- Identify a Freedom to Speak Up Guardian within the practice.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video and teleconferencing 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 Dr Poolo's Surgery - Rush Green Medical Centre

Dr Poolo's Surgery – Rush Green Medical Centre is located at:

Rush Green Medical Centre

261 Dagenham Road

Romford

RM7 0XR

Dr Poolo's Surgery is situated within the North East London Intergrated Care Board (ICB). The practice provides primary medical services to around 3,691 patients in the Dagenham area, under a General Medical Services contract (an agreement between NHS England and general practices for delivering primary care services).

The practice has a website: www.dpsrgmc.co.uk.

The practice is registered with the CQC to carry on the following regulated activities:

- Diagnostic and screening procedures
- Surgical procedures
- Treatment of disease, disorder or injury.

The clinical team at the practice consists of two GP partners (male) and one female salaried GP. There is also a practice manager, IT manager, business manager, and reception and administrative staff.

The practice is open from 8am to 6.30pm Monday to Friday. Nurse appointments were available from 7.30am on Wednesday.

There is an out of hours service locally available for patients when the practice is closed.

Information published by Public Health England rates the level of deprivation within the practice population group as five, 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. National General Practice Profile describes the practice ethnicity as being 79.1% White, 9% Black, 7.9% Asian, 3.1% mixed race, and 0.8% other ethnicities.