

Berwick Surgery

Inspection report

17 Berwick Road
Rainham
RM13 9QU
Tel: 01708520830
www.berwicksurgeryrainham.nhs.uk

Date of inspection visit: 8 December 2021
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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 responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at Berwick Surgery on 8 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good Overall.

The full reports for previous inspections can be found by selecting the 'all reports' link for Berwick Surgery on our website at www.cqc.org.uk.

Why we carried out this inspection

This inspection was undertaken in response to data we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

The inspection was led by a CQC lead inspector who spoke with staff whilst on site visit.

We found that:

- People were able to access appointments in a timely way and there were arrangements in place to access care outside of core hours.
- The practice offered a range of appointment types including online consultations, telephone appointments, face to face appointments and home visits.
- There were systems in place to monitor access to appointments and make improvements.
- The practice had recently installed a new telephone system to improve access at the practice.

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

Our inspection team

The inspection was carried out by a CQC inspector.

Background to Berwick Surgery

17 Berwick Road

Rainham

Essex

RM13 9QU

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, and treatment of disease, disorder or injury.

The practice is situated within the North East London Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 4,608. This is part of a contract held with NHS England.

The practice is part of a wider network of South Havering GP practices, which had sixteen practice members.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh lowest decile (7 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 4.2% Asian, 86.9% White, 6.2% Black, 2.1% Mixed, and 0.6% Other.

The age distribution of the practice population closely mirrors the local and national averages.

The practice is open from Monday to Friday from 8am to 6.30pm and patients can book appointments from 8am.

The practice has a full time GP and either a advanced nurse practitioner or a second GP each day. A practice nurse three days a week, and a health care assistant. The staff are supported by operational and business managers and a team of administration and reception 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. If the GP needs to see a patient face-to-face then the patient is offered a appointment at Berwick Surgery.

The practice is part of the GP hub that offers out of hours appointments between 6pm and 10pm on week days and between 8am to 8pm on weekends. Patients are also advised to use the emergency services for example 111 when the GP hub is closed.