

# Chingford Medical Practice

## Inspection report

109 York Road  
London  
E4 8LF  
Tel:

Date of inspection visit: 24 August 2023  
Date of publication: 14/12/2023

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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Chingford Medical Practice on 24 August 2023. Overall, the practice is rated as Good.

Ratings for each key question:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Chingford Medical Practice was previously inspected in 2019 and 2018 under a different provider registration. In 2018 the provider was rated Good overall and for all key questions except for safe, which was rated requires improvement. In 2019, a focused follow up inspection was carried to follow up on breaches identified at the previous inspection and the provider was rated good for the safe key question.

The new provider registered with CQC in June 2021. This is the 1st inspection of this service under the new provider.

## Why we carried out this inspection

We carried out this inspection 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.
- 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.

# Overall summary

## **We have rated this practice as Good overall**

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 dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The practice was equipped to respond to medical emergencies and staff were suitably trained in emergency procedures.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to take action to improve uptake of childhood immunisations and cervical screening.
- Improve processes surrounding actioning historical MHRA alerts.
- Implement systems to ensure that medicines are in date, medicines logs correctly document all expiry dates and expiry dates are checked regularly.
- Take action to provide all staff with protected time to complete mandatory training.

**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 Chingford Medical Practice

Chingford Medical Practice is located in East London at:

109 York Road

London

E4 8LF

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 and surgical procedures.

The practice is situated within the North East London Integrated Care System (ICS) Personal Medical Services (PMS) to a patient population of about 9,900 patients. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices, the E4 Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth highest decile (5 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 10% Asian, 70% White, 12% Black, 5% Mixed, and 3% Other.

There is a team of 5 GPs, 3 GP partners (2 female and 1 male) and 2 salaried GPs, as well as 6 GP registrars and 3 locum GPs. The practice has a team of 2 practice nurses, a nurse practitioner and a healthcare assistant. The GPs are supported at the practice by a team of 12 reception/administration staff. The practice manager and finance manager provide managerial oversight.

The practice is open between 8am to 6.30pm 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 E4 PCN hub, where late evening and weekend appointments are available from 6.30pm to 8pm Monday to Friday and 9am to 5pm on a Saturday. Out of hours services are provided by NHS 111.