

Cumberland Medical Centre

Inspection report

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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Cumberland Medical Centre on 22 August 2019 as part of our inspection programme.

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 have rated this practice as good overall and good for all population groups.

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.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care but some systems needed to be reviewed and improved.

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

- Review, improve and maintain clinical performance for child immunisations, cervical screening and long term conditions exception reporting. (Exception reporting is the removal of patients from QOF calculations where, for example, the patients are unable to attend a review meeting or certain medicines cannot be prescribed because of side effects).
- Review and improve systems to allow appropriate staff access to relevant information including complaints, PGDs and day to day operational management. Patient Group Directions (PGDs) are written instructions for the supply or administration of medicines to groups of patients who may not be individually identified before presentation for treatment.

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

Dr Rosie Benneworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

The CQC inspection team consisted of a CQC lead inspector, a GP specialist adviser, and a practice manager specialist adviser.

Background to Cumberland Medical Centre

The Cumberland Medical Centre is a GP partnership with three partners, (two GPs and one manager). The practice is located on a residential road within a two storey building owned by a private landlord, it is a short walking distance from several underground stations including Plaistow and West Ham and close to several bus routes connecting across the London Borough of Newham. The premises have a disabled access toilet, step free access, and parking facilities.

The Cumberland Medical Centre provides NHS primary medical services to approximately 4,100 patients in Plaistow in the London Borough of Newham, through a Personal Medical Services (PMS) contract (a locally agreed alternative to the standard GMS contract used when services are agreed locally with a practice which may include additional services beyond the standard contract). The practice joined a group of four practices in Newham in April 2018, known as First4healthgroup which was established in 2013 and shares management resources and websites.

The Cumberland Medical Centre staff includes a male GP principal working one full day per week including clinical sessions and providing clinical oversight, a female salaried Lead GP working six sessions, two regular male long term GPs working one session each, a regular female practice nurse working four sessions, a female

Healthcare Assistant working six sessions, and a clinical pharmacist working one session per week. The non-clinical staff team are a practice manager working four days a week and five administration and reception staff working a mixture of full and part time hours, all are working collaboratively with and supported by management from across the four sites of First 4 Health Group.

The practice is open from 8am to 6.30pm Monday to Friday, appointments are available Monday to Friday 9.30am to 12pm and 4pm to 6pm and the practice provides telephone consultations and home visits. Out of hours services and weekends are covered by the Newham GP Cooperative and a local network hub of GP practices. There are extended hours services set up within the local Primary Care Network (PCN) offering appointments on Saturday and Sunday with a GP, Nurse or Healthcare Assistant between 9am and 12pm. In addition, a “wrap around service” is provided by Newham Clinical Commissioning Group (CCG) with GP appointments available between 8am and 8pm Monday to Sunday.

The Information published by Public Health England rates the level of deprivation within the practice population group as two on a scale of one to ten. Level one represents the highest levels of deprivation and level

ten the lowest. The practice's patient population has an above average number of adults with a working status of unemployed at 11.4% compared to 8.9% within the local

Clinical Commissioning group area (CCG) and 4.4% nationally. The local ethnicity demographic is approximately White 42.4%, Mixed race 5.2%, Asian 24%, Black 25%, Other race 3.4%.