

# Ilford Lane Surgery

## Inspection report

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Essex  
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[www.ilfordlanesurgery.nhs.uk](http://www.ilfordlanesurgery.nhs.uk)

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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 responsive?

Good



# Overall summary

We carried out an announced comprehensive inspection at Ilford Lane Surgery on 17 December 2018. The overall rating for the practice was good, with the exception of key question responsive which was rated requires improvement. The full report on the December 2018 inspection can be found by selecting the 'all reports' link for Ilford Lane Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a focused follow-up inspection carried out on 10 December 2019 to confirm that the practice continued to make improvement on areas that we had identified at our previous inspection held on 17 December 2018. This report covers our findings in relation to those improvements and also additional improvements made since our last inspection.

Overall the practice remains rated as Good, with key question responsive now also rated as Good.

We rated the practice as **good** for responsive services because:-

- Staff involved and treated patients with compassion, kindness, dignity and respect.
- The practice had improved patient satisfaction levels in all but one area in relation to gaining access to services at the practice. In addition, the practice had introduced e-consultation as another way for patients to contact the practice.
- There was a focus on continuous improvement at all levels of the organisation to provide quality services for patients. This was evidenced through the practice analysis of data obtained from in-house and national surveys to identify where improvements could be made to services provided.

**Dr Rosie Benneyworth BM BS BMedSci MRCGP**

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser.

## Background to Ilford Lane Surgery

Ilford Lane Surgery is located in a residential and commercial area of the London Borough of Redbridge. The practice is located on the first floor of a purpose-built local NHS building, which is home to several other healthcare providers. The immediate roads around the practice are subject to permit-only parking, however parking is available on roads approximately 5-6 minutes' walk from the practice. The practice has bays for parking for disabled patients at the side of the practice. The nearest bus stop is approximately one minute from the practice.

There are approximately 5660 patients registered at the practice. Statistics shows high income deprivation among the registered population. Information published by Public Health England rates the level of deprivation within the practice population group as three on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The registered population is slightly higher than the national average for those aged between 25-39. Patients registered at the practice come from a variety of geographical and ethnic backgrounds including Asian, Western European, Eastern European and Afro Caribbean. Thirty-three percent of the practice population have been identified as having a long-term health condition, compared with the CCG average of 43% and the national average of 51%.

Care and treatment is delivered by the lead GP (male), one regular salaried doctor (female) and one long-term locum doctor (female) who between them provide approximately 19 clinical sessions weekly. There is one Practice Nurse (female) at the surgery who provides three sessions weekly and two healthcare assistants (female) who between them provides seven sessions per week. In

addition, the practice employs a clinical pharmacist who provides two sessions per week. Seven administrative/reception staff work at the practice and are led by a part-time practice manager.

The practice is open at the following times:-

- 8am - 6:30pm (Monday, Tuesday, Wednesday, Thursday and Friday)

Extended hours surgery is held on the following days and times:-

- Monday (6:30pm - 8:00pm)
- Wednesday (6:30pm - 8:00pm)

Clinical sessions are run at the following times:-

- 8:30am - 1:00pm; 2:30pm - 7:30pm (Monday)
- 8:30am - 1:00pm; 2:00pm - 6:00pm (Tuesday)
- 9:00am - 1:00pm; 1:30pm - 7:30pm (Wednesday)
- 9:00am - 1:00pm; 2:00pm - 6:00pm (Thursday)
- 9:00am - 3:00pm; 4:00pm - 6:00pm (Friday)

Patients can book appointments in person, by telephone and online via the practice website.

The practice telephone lines close between 1pm and 2pm daily. Patients requiring a GP appointment outside of practice opening hours are advised to contact the NHS GP out of hours service on telephone number 111.

The practice has a General Medical Services (GMS) contract and conducts the following regulated activities:-

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

Redbridge Clinical Commissioning Group (CCG) is the practice's commissioning body.