

Boleyn 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 to people's needs?

Requires Improvement 

Are services well-led?

Good 

Overall summary

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.

At this inspection, we have rated the practice as **good** overall.

We rated the practice as **good** for providing safe services because:

- Staff had completed adult and child safeguarding training to an appropriate level for their role.
- Recruitment checks were carried out in accordance with regulations and a record of staff vaccination was maintained.
- Medicines management arrangements had improved, including for high risk medicines patients monitoring and prescribing, prescriptions usage monitoring, and to ensure appropriate emergency medicines were held.
- Appropriate safety checks and procedures had been put in place in relation to the premises, such as fire safety.
- Following our previous inspection, the practice had put in place a new system to manage and follow up safety alerts and significant events.

We rated the practice as **good** for providing effective services because:

- Patients' needs assessment and care and treatment was delivered in line with current legislation, standards and evidence-based guidance, although some clinical performance data was below average such as cancer, COPD and childhood immunisations.
- The practice reviewed and monitored the effectiveness and appropriateness of the care and treatment it provided through a comprehensive quality improvement program.
- The practice was able to demonstrate that staff had the skills, knowledge and experience to carry out their roles.
- Staff worked together and with other organisations to deliver effective care and treatment.
- The practice obtained consent to care and treatment in line with legislation and guidance.
- These areas affected all population groups, so we rated all population groups as good for providing effective services.

We rated the practice as **good** for providing caring services because:

- The practice had discussed the GP Patient Survey results for 2020 and had put in place a documented action plan to improve patients' experience. Although further work was needed to see some changes through, due to an appropriate focus on clinical risk.
- Feedback we received from members of the Patient Participation Group (PPG) advised that the practice meets the needs of and listens to its patients.
- The practice had improved arrangements for patient support and privacy such as for bereaved and carers support and information.

We rated the practice as **requires improvement** for providing responsive services because:

- The practice had remedied most concerns identified at our previous inspection, but there was insufficient evidence of effective action to improve patients lower than average satisfaction expressed through the GP Patient Survey, particularly patients access to the service.
- The practice had taken immediate action and subsequent action in response to COVID 19 to ensure access arrangements were effective and appropriate.
- The practice had two additional telephone lines and an online triage system with a response to patients within 48hours.

Overall summary

- The practice had improved its arrangements for receiving and acting on complaints that were listened and responded to and used to improve the quality of care.

These areas affected all population groups, so we rated all population groups as requires improvement for providing responsive services.

We rated the practice as **good** for providing well-led services because:

- Following the last inspection there had been improvements to continuity plans in the event of the absence of the lead GP.
- Following the previous inspection in July 2019, the practice had created a specific action plan which detailed the risks that had been identified; this plan was monitored and updated to ensure that risks were addressed and escalated where necessary.
- We saw that clinical oversight and systems to ensure good governance had improved.
- All of the specific concerns we identified at the previous inspection had been satisfactorily addressed at this inspection, in line with risk.
- Staff told us they were able to raise concerns and that management and leaders were approachable.

The areas where the provider **should** make improvements are:

- Continue to act to improve and evaluate patients' satisfaction with caring and responsive services, particularly access.
- Continue to monitor and improve some areas of clinical performance such as cancer COPD, and uptake rates for childhood immunisations.
- Review and improve systems for significant events to ensure relevant considerations are documented and managed consistently.

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by this service.

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

Dr Rosie Benneyworth *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)	Requires Improvement	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC inspector who was supported by a CQC inspection manager and a CQC GP specialist adviser.

Background to Boleyn Medical Centre

Boleyn Medical Centre, also known as Dr MSJ Khan is one of two GP practices based within a modern purpose built building located on a high street in a residential area of East Ham, the practice occupies the ground and second floors of the building. Services are provided by Dr Mohammad Samin Jan Khan. The practice is well served by local public transport services. Disabled parking bays are available to the rear of the premises. Parking on the surrounding streets is generally for permit holders only, although there are a number of bays where patients can park for up to two hours.

East Ham is a town in the London Borough of Newham which is to the east of London. The practice is part of Newham Clinical Commissioning Group (CCG) as well as a member of a Primary Care Network (PCN) and provides services under a Primary Medical Services contract (PMS) to around 10,900 patients.

The practice opening hours are from 8am to 6.30pm every day except weekends when it is closed. Appointments are available between 8.30am and 6.30pm and online triage consultations available to patients that are bookable 24 hours a day via online patient access or via the practice website. Appointments can be booked for the next working day from 10am online or over the telephone. Pre-Covid 19, the practice operated a walk-in clinic from 8.30am until fully booked for patients who had urgent needs on the day. During Covid 19 the practice has changed its appointment system very quickly to provide first GP contact via the telephone. Patients still call at 10 am or go online to book an appointment and are advised that they will receive a telephone call the next working day. If there is a need the doctor may request a video consultation or invite patients to attend an appointment within the practice premises where Covid 19 arrangements are in place to ensure the safety of patients and staff.

Patients with long term and multiple conditions are asked to book a routine appointment which can be booked up to four weeks in advance, following the above format. Extended hours services are provided by the Seven Day Access and Extended Hours Schemes. The Seven Day Access Service operates from 8.00am to 8.00pm Monday to Sunday. The Extended Hour's Service offers weekday evening appointments from Wednesday to Friday between 6.30pm to 9.30pm and Saturday morning between 9.00am to 12.30pm. Both services are accessible at local surgeries in the area. Out of Hours services are covered by 111 and Newham GP Co-Op.

Clinical services are provided by a lead GP (male), one salaried GP (female) and five long term locum GPs (2 female and 3 male) working a total of 43 sessions per week. Further clinical staff include three female practice nurses and four female healthcare assistants. Non-clinical staff are a part time Practice Manager working 28 hours per week and full time Deputy Manager working 33.5 hours per week, and a team of 15 reception and administrative staff working a variety of shift patterns and hours.

The provider was registered with the Care Quality Commission (CQC) to carry on the regulated activities of family planning services, treatment of disease, disorder or injury, surgical procedures, maternity and midwifery services, and diagnostic and screening procedures.

The 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 demographic of local population ethnicity identifies as White 21.1%, Mixed race 3.7%, Asian 56.8%, Black 14.5%, and Other race 3.9%. The practice area has a slightly higher percentage than national average of people whose working status is unemployed (6.8% compared to 4.2% nationally), and a lower percentage of people over 65 years of age (5.4% compared to 17.4% nationally).