

Dr Poolo's Surgery - Rush Green Medical Centre

Inspection report

Rush Green Medical Centre
Romford
RM7 0XR
Tel: 01708209220

Date of inspection visit: 23 September 2020 and 13
October 2020
Date of publication: 08/12/2020

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?

Are services effective?

Are services caring?

Are services responsive to people's needs?

Are services well-led?

Overall summary

We carried out an GP focused inspection at Dr Poolo's Surgery - Rush Green Medical Centre on the 23 September 2020 and 13 October 2020 as part of our inspection programme.

This report was created as part of a pilot which looked at new and innovative ways of fulfilling CQC's regulatory obligations and responding to risk in light of the Covid-19 pandemic. This was conducted with the consent of the provider. Unless the report says otherwise, all information contained within this report was obtained remotely from the provider.

We previously inspected Dr Poolo's Surgery on 6 March 2017. At this time we rated the practice good in all key questions. Details of this report can be found by selecting the 'all reports' link for Dr Poolo's Surgery on our website at www.cqc.org.uk.

The focused inspection undertaken on 23 September and 13 October 2020 did not review the ratings for the key questions or for the practice overall as this was a focused inspection undertaken to assess whether the provider had taken action to address an area of serious risk highlighted to the Commission following the receipt of information from a coroner's report.

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 focused inspection we found:

- Clinical records were viewed not always completed in-depth, which meant the best treatment for patients was identified.
- Medication reviews were not always undertaken in a timely manner.

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

Population group ratings

Older people	Not inspected 
People with long-term conditions	Not inspected 
Families, children and young people	Not inspected 
Working age people (including those recently retired and students)	Not inspected 
People whose circumstances may make them vulnerable	Not inspected 
People experiencing poor mental health (including people with dementia)	Not inspected 

Our inspection team

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

Background to Dr Poolo's Surgery - Rush Green Medical Centre

Dr Poolo's Surgery operates from Rush Green Medical Centre, 261 Dagenham Road, Romford, Essex, RM7 0XR. The practice provides NHS primary medical services to just over 3600 patients in the Dagenham area and also provides minor surgery.

The practice is part of the Havering Clinical Commissioning Group (CCG). It comprises of three part-time GP partners (one male and two female), one long-term locum GP (male), one practice nurse (female), one clinical assistant (male), one health practitioner (female), one healthcare ass practice manager and a small team of administrative staff.

The practice provides NHS primary medical services through a General Medical Services contract (General Medical Services agreements are locally agreed contracts between NHS England and a GP practice) and is registered to provide the following services of treatment of disease, disorder or injury, surgical procedures and diagnostic and screening procedures.

Based on data available from Public Health England (PHE), the level of deprivation within the practice population group is rated as five on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest. At 78 years for males and 83 years for females, the average life expectancy is comparable to the England averages of 79 and 83 years, respectively.

Appointments were available from 8.30am to 6.30pm from Monday to Friday. GP consultation times were from 10.30am to 12.30pm and then 4.30pm to 6.30pm Monday to Friday. Extended opening hours were available on a Wednesday from 6.30pm to 8pm. The practice did not close during the day and the appointment telephone line remained open and patients could walk into the practice and book an appointment. The out of hours services were provided by a local deputising service to cover the practice when it was closed.