

# Marks Gate Health Centre

## Inspection report

Lawn Farm Grove  
Romford  
RM6 5LL  
Tel: 02089180560

Date of inspection visit: 26 March 2022  
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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 effective?

Good



# Overall summary

We carried out an announced focused inspection at Marks Gate Health Centre on the 25th May 2022. Overall, the practice is rated as Good.

The ratings for each key question are as follows:-

Effective - Good

Following our previous inspection on the 25th September 2019, the practice was rated Good overall and for all key questions except effective which was rated requires improvement.

The full reports for previous inspections can be found by selecting the 'all reports' link for Marks Gate Heath Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a focused inspection to follow up on:

- Breaches of regulations or 'shoulds' identified at our previous inspection held September 2019.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to conduct this inspection remotely. This was with consent from the provider and in line with all data protection and information governance requirements.

This included

- Conducting staff interviews using teleconferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider

## 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.

## We have rated this practice as Good overall

We found that:

# Overall summary

- 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 promoted the delivery of quality, person-centre care.

Whilst we found no breaches of regulations, the provider(s) should:

- Continue with efforts to improve the uptake of childhood immunisations and cervical screening within the age group 25 – 49.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using teleconferencing facilities. The team included a GP specialist advisor.

## Background to Marks Gate Health Centre

Marks Gate Health Centre is located at:

Lawn Farm Grove

Romford

Essex

RM6 5LL

and provides GP services under a General Medical Services contract. This is a contract between the GP practice and NHS England to deliver local services.

The practice is registered with the CQC to carry out the regulated activities of:

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

The practice is located in a purpose-built stand-alone building, which is shared with other healthcare providers.

Services at Marks Gate Health Centre are commissioned by Barking and Dagenham Clinical Commissioning Group (CCG) and has a practice list of approximately 5370 registered patients. The practice is in the second most deprived group out of 10 on the national deprivation scale.

The practice staff includes two GP partners and one salaried GP collectively providing 19 weekly sessions. The nursing team consists of one part-time practice nurse and one locum advance nurse practitioner who provide six sessions weekly, as well as a healthcare assistant who provides four sessions weekly. The practice also employs two clinical pharmacists who work six sessions per week. The clinical team is supported by a practice and a reception manager and a team of administrative/reception staff.

The practice is a training practice and is currently hosting one GP trainee.

The practice's opening times are Monday, Tuesday, Wednesday, Thursday and Friday from 8am to 6:30pm. The practice offered extended opening hours on a Tuesday evening between 6.30pm and 8pm. A range of appointments including telephone, video and face-to-face were available.

The out of hours service is provided by the NHS 111 service and patients can also access appointments with the GP out of hours hub services should they have difficulty obtaining appointments with their own GP practice.