

Birchdale Road 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.

Overall summary

We previously carried out an announced comprehensive inspection of Birchdale Road Medical Centre on 3 October 2018 and found that the practice was in breach of Regulation 12: 'Safe care and treatment' of the Health and Social Care Act 2008. In line with the Care Quality Commission's (CQC) enforcement processes, we issued a warning notice which required Birchdale Road Medical Centre to comply with the Regulations by 17 January 2019. The full report of the 3 October 2018 inspection can be found by selecting the 'all reports' link for Birchdale Road Medical Centre on our website at .

We carried out this announced focused inspection on 7 February 2019 to check whether the practice had addressed the issues in the warning notice and now met the legal requirements. This report covers our findings in relation to those requirements and will not change the current ratings held by the practice.

At the inspection on 7 February 2019 we found the provider had acted to address all the requirements of the Regulation 12 warning notice.

Our key findings were as follows:

- Individual care records and referral letters were written and managed in line with relevant guidance and legislation and referrals were made in a timely way.
- Blank prescriptions were kept securely, and their use monitored.
- Safety alerts were received, cascaded and acted on.
- The lead GP had implemented systems to gain oversight of long term locum GPs clinical care.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Please refer to the detailed report and evidence table for further information.

Our inspection team

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

Background to Birchdale Road Medical Centre

Birchdale Road Medical Centre is situated within NHS Newham Clinical Commissioning Group (CCG). The practice provides services to approximately 3,300 patients under a General Medical Services (GMS) contract. A GMS contract is agreed nationally between general practices and the National Health Service (NHS) to deliver core medical services. The practice provides a range of enhanced services including child vaccines and extended hours. It is registered with the Care Quality Commission to conduct the following the regulated activities:

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

The staff team at the practice includes the lead (male) GP working between eight and ten sessions per week, three long term locum GPs (two female and one male) collectively working three sessions per week, a female practice nurse working four sessions per week, a female healthcare assistant working one session per week, a practice manager working 37.5 hours per week, and a team of reception and administrative staff working a mixture of part time hours.

The practice opening hours are:

- Monday, Tuesday and Thursday from 9am to 7pm
- Wednesday and Friday from 8.30am to 7pm

GP appointments are available:

- Monday 10am to 12.30pm and 3pm to 6pm
- Tuesday, Wednesday and Thursday 10am to 12.30pm and 3.30pm to 6pm
- Friday 9.30am to 12.30pm and 3pm to 6pm

Extended hours are available 6.30pm to 8.30pm on Thursdays, and additionally through the Newham GP Co-op service every weekday from 6.30pm to 9.00pm and on Saturday from 9.00am to 1.00pm. Patients telephoning when the practice is closed are transferred automatically to the local out-of-hours service provider. Appointments include home visits, telephone consultations and online pre-bookable appointments. Urgent appointments are available for patients who need them.