

Laburnum Health Centre

Inspection report

Althorne Way
Dagenham
RM10 7DF
Tel: 02085170222
www.laburnumhealth.co.uk

Date of inspection visit: 22 April 2021
Date of publication: 19/05/2021

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 to people's needs?

Requires Improvement



Overall summary

We carried out an announced review of Laburnum Health Centre on 22 April 2021.

Following our previous inspection on 9 September 2019, the practice was rated as good overall and for all key questions, except for responsive which was rated as requires improvement.

The full reports for previous inspections can be found by selecting the 'all reports' link for Laburnum Health Centre on our website at www.cqc.org.uk.

This was a focused review of information (without undertaking a site visit) to follow up on the responsive key question.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out our review;
- information from our ongoing monitoring of data about services; and
- information from the provider, patients, the public and other organisations.

We have rated the practice as **good** overall.

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

- Although the practice had made changes to its appointment system and sought to improve access, evidence demonstrated that patients still could not always access care and treatment in a timely way.
- The practice's 2020 GP Patient Survey results remained below national averages for some questions relating to access, and patient feedback relating to telephone access and types of appointment offered demonstrated a year on year downward trajectory.
- Feedback from patients indicated difficulties with telephone access in particular.

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

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

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	Requires Improvement 
People with long-term conditions	Requires Improvement 
Families, children and young people	Requires Improvement 
Working age people (including those recently retired and students)	Requires Improvement 
People whose circumstances may make them vulnerable	Requires Improvement 
People experiencing poor mental health (including people with dementia)	Requires Improvement 

Our inspection team

This review was carried out by a CQC inspector.

Background to Laburnum Health Centre

Laburnum Health Centre is situated in in East London, within NHS Barking and Dagenham Clinical Commissioning Group (CCG). The practice provides services to approximately 9,780 patients under a Personal Medical Services contract (a locally agreed alternative to the standard GMS contract used when services are agreed locally with a practice which may include additional services beyond the standard contract).

The practice is registered with the CQC to carry on the following regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Surgical Procedures; and Treatment of disease, disorder or injury.

The clinical team at the practice consists of four GPs, three practice nurses and two healthcare assistants. Non-clinical staff include a practice manager, deputy practice manager and a team of reception and administrative staff members.

The practice is open as follows:

- Monday from 8am to 7.15pm;
- Tuesday from 8am to 7.15pm;
- Wednesday from 8am to 7.15pm;
- Thursday from 8am to 6.30pm;
- Friday from 8am to 7.15pm.

GP appointments are available at the following times:

- Monday from 9am to 12pm and from 3.30pm to 7pm;
- Tuesday from 9am to 12pm and from 3.30pm to 7pm;
- Wednesday from 9am to 12pm and from 3.30pm to 7pm;
- Thursday from 9am to 12pm;
- Friday from 9am to 12pm and from 3.30pm to 7pm.

Appointments include home visits, telephone consultations and online consultations. Patients can access evening and weekend appointments at local hubs through the GP Federation.

National General Practice Profile describes the practice ethnicity as being 66.5% white, 19.8% black, 9.2% Asian, 3.6% mixed race, and 0.9% other ethnicities.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance There were ineffective systems in place to improve the quality of the services being provided. In particular: • Actions taken to improve patient satisfaction with appointments and access. These matters are in breach of regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014