

# Longbridge Practice

## Inspection report

620 Longbridge Road  
Dagenham  
Essex  
RM8 2AJ  
Tel: 0203 668 7497  
[www.longbridgepractice.co.uk](http://www.longbridgepractice.co.uk)

Date of inspection visit: 14 May 2019  
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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 

# Overall summary

We carried out an announced comprehensive inspection at Longbridge Practice on 18 April 2018. At that inspection we found the provider was meeting most of the legal requirements and regulations associated with the Health and Social Care Act 2008, however we found breaches of the regulations in relation to the provision of safe care and treatment.

We carried out an inspection on 14 May 2019 in order to follow up on those breaches and to check whether the provider had made improvements and was now meeting the regulations.

At this inspection we found:

- Care and treatment was provided in a safe way to patients.

**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

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

## Our inspection team

This inspection was carried out by a CQC inspector.

## Background to Longbridge Practice

Longbridge Practice provides primary medical services to approximately 4333 patients through a General Medical Services contract. (GMS is one of the three contracting routes that have been available to enable commissioning of primary medical services). The building is owned by Barking and Dagenham Council with whom the practice has a long term leasehold agreement. Longbridge Road has a variety of local amenities including a supermarket, dentist, pharmacist and various other independent shops. The practice is well served by local buses and is a little over one mile away from Barking Underground and Railway Station.

The practice is part of NHS Barking and Dagenham Clinical Commissioning Group. Data available from Public Health England shows the level of deprivation within the practice population group is rated as two on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The medical team is made up of one male GP working nine clinical sessions a week, a female salaried GP who works one session per week, two female nurse prescribers and a female practice nurse all working one weekly session. The clinical team are supported by a female practice manager, a reception supervisor and two reception staff. The practice's opening times are from 8.30am to 6.30pm Monday to Friday. Surgery times are from 9.30am to 1.30pm and then 4pm to 6pm. Extended hours are offered between 6.30pm to 8pm on Tuesday. The Out of Hours service is provided by the GP Out of Hours Hub services and NHS 111 service and can be accessed by ringing the local rate telephone number which is included in the practice literature and on display.

Longbridge Practice is registered as an individual to provide the registered activities of Treatment of disease, disorder or injury; Family planning, Surgical procedures and Diagnostic and screening procedures from 620 Longbridge Road, Goodmayes, Dagenham, RM8 2AJ.

## Are services safe?

At the inspection on 18 April 2018 we found risks to the safe care and treatment of patients because COSHH risk assessments were not in place for some hazardous substances held on site and there was no system or process to monitor pathology forms which remained uncollected by patients.

At this inspection we found improvements had been made.