

The Loxford Practice

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.

Ratings

Overall rating for this location

Good 

Are services responsive?

Good 

Overall summary

We carried out an announced focused inspection at The Loxford Practice on 7 March 2018 as part of our inspection programme. Following the inspection at this time, the overall rating for the practice was Good, with the key question of 'are services responsive' rated as requires improvement.

This inspection was a focused inspection conducted on 8 May 2019 was to ensure that the provider continued to make improvements identified at our previous inspection in March 2018.

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 and Good for all population groups.

We found that:

- 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 organised and delivered services to meet patients' needs. However, the most recent published data from the National GP Patient Survey showed patients continued to have difficulties accessing care and treatment in a timely way at the practice.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to engage with patients with regards to improved access to the practice by telephone.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to The Loxford Practice

The Loxford Practice is located in a residential and commercial area of the London Borough of Redbridge. The practice is located on the ground floor of a purpose built local NHS building, which is home to several other healthcare providers. The immediate roads around the practice are subject to permit-only parking, however parking is available on roads approximately 5-6 minutes walk from the practice. The practice has bays for parking for patients (including disabled patients) at the side of the practice. The nearest bus stop is approximately one minute from the practice.

There are approximately 15600 patients registered at the practice. Statistics show high to moderate income deprivation among the registered population. Information published by Public Health England rates the level of deprivation within the practice population group as four on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The registered population is slightly higher than the national average for those aged 25-39. Patients registered at the practice come from a variety of backgrounds including Asian, Western European, Eastern European and African Caribbean.

Care and treatment is delivered by six GPs (four female and two male) who provide thirty one clinical sessions weekly. There are three practice nurses and two nurse practitioners (female) who provide eleven and a half sessions weekly. In addition, there are three practice

pharmacists (two male, one female including a prescribing pharmacist) who provide twenty four sessions a week, and three healthcare assistants (female) who provide sixteen sessions weekly. The practice has recently employed a physician associate (male) who provides. Sixteen administrative and reception staff work at the practice and are led by an operations manager. The practice has recently been accredited as a training practice.

The practice reception opening times are:-

- 8am - 6:30pm (Monday, Tuesday, Wednesday, Thursday, Friday)
- 9am – 1pm (Saturday)

Clinical sessions are as follows

- 8am – 6pm (Monday, Tuesday, Wednesday, Thursday, Friday)
- 9am – 1pm (Saturday)

Patients can book appointments in person, by telephone and online via the practice website.

Patients requiring a GP outside of practice opening hours are advised to contact the NHS GP out of hours service on telephone number 111.

The practice has an Alternative Provider Medical Services (APMS) contract. AMPS contracts are nationally agreed between the local clinical commissioning group and NHS England. The practice is registered to provide the following regulated activities:-

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

- Maternity and midwifery services
- Family Planning
- Surgical procedures

NHS Redbridge Clinical Commissioning Group (CCG) is the practice's commissioning body.