

Carpenters Practice

Inspection report

236-252 High Street
London
E15 2JA
Tel: 02085348057

Date of inspection visit: 13 July 2022
Date of publication: 11/10/2022

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	
Are services effective?	Good	
Are services caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an unannounced inspection at Carpenters Practice on 13 July 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 3 March 2022, the practice was rated good in safe and effective and requires improvement in well led.

We had carried out a focused unrated inspection in September 2021 to check the provider's progress with meeting warning notices and found improvements had been made. At an unannounced inspection carried out in April 2021 the practice was rated inadequate in safe, effective and well led and placed into special measures.

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

Why we carried out this inspection

This inspection was a comprehensive inspection to follow up on some information of concern received and to enable us to give the service a rating.

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 on site. The clinical searches of the practice patient records system and discussions regarding the findings were carried out without visiting the location.

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

Overall summary

We found that:

- The practice provided care in ways which kept patients safe as they had safeguarding systems in place which staff followed. They had appropriate staff recruitment processes which they followed. They had systems for managing health and safety, infection control and risks and staff had the information they needed.
- Improvements had been made to the care and treatment patients received.
- Staff dealt with patients with kindness and respect. We were told the practice involved patients in decisions about their care and treatment.
- The practice had adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. We saw patients could access care and treatment in a timely way.
- The practice was led and managed in ways which promoted the delivery of appropriate and person-centred care.

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

- Improve the use of records audits managed by the administration team which covered ten practices in the local area.
- Continue to take action to improve uptake of childhood immunisations and cervical screening and carry out annual medicines reviews for all patients who require them.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector, two team inspectors, a member of CQC pharmacy team and a practice manager specialist advisor who undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Carpenters Practice

Carpenters Practice is located in Newham at:

236-252 High Street,

Stratford,

London

E15 2JA

The practice has branch surgeries at:

- Church Road at the Centre Manor Park, 30 Church Road, London E12 6AQ.
- St Luke's, 2 St Luke's Square, Canning Town, London E16 1HY.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures. These are delivered from all sites.

The practice is situated within the North East London Integrated Care System area in the borough of Newham. They provide NHS primary medical services through an Alternative Provider Medical Services contract to a patient population of just under 22,000.

Clinical staff include: eight GPs; three nurses; two health care assistants, two physicians associates, a clinical pharmacist; two pharmacists and a first contact physiotherapist. There is a practice manager at the main location who is supported by three assistant practice managers and 14 reception and administrative staff. The team is supported by a primary care director and a regional manager.

The practice is part of a wider network of GP practices: Leaside primary care network.

The practice opening hours are 8am to 6.30pm Monday to Friday and appointments are available throughout the day. The practice offers extended hours' appointments between 6.30pm and 8pm Monday to Friday as required. Appointments can be booked online, some being available the next day. Urgent appointments are also available for patients who need them. Patients telephoning when the practice is closed are transferred automatically to the local out-of-hours service provider. Information regarding this is given on the practice website and the practice leaflet, together with details of the NHS 111 service

In Newham, deprivation levels are significantly higher than the England average. Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 45.1% Asian, 27% White, 19.6% Black, 4.5% Mixed, and 3.7% Other.