

The Vicarage Lane Surgery

Inspection report

Dr Ashar's Practice at Vicarage Lane Health Centre
10 Vicarage Lane
London
E15 4ES
Tel: 02038178300

Date of inspection visit: 30 June 2022
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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 caring?

Good



Overall summary

We carried out an announced focused inspection at The Vicarage Lane Surgery on 30 June 2022.

We previously carried out an announced inspection at The Vicarage Lane Surgery on 28 September 2020, when the practice was rated as good overall, for all key questions and areas except for caring and the practice was rated as requires improvement in this key question.

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

Why we carried out this inspection

This inspection was a focused inspection to review the rating for the key question of:

- Caring

How we carried out the inspection/review

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 in a way which enabled us to complete this off-site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Speaking with staff using video conferencing.
- Requesting evidence from the provider.

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.

This practice remains as good overall.

We have rated the key question for caring as good because the practice had:

- Gradually increased patient satisfaction achievement rates in the National GP Patient Survey (GPPS), in relation to the caring element of the survey.
- Increased the rate of carers who had been identified and registered at the practice.

Overall summary

- Introduced Champions for Carers at the practice who support patients in the practice who are identified as being a carer.
- Developed caring services for patients regarding a mini-strategy for cancer services; services for veterans and they had developed a sustainable greener practice strategy.

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

- Continue to improve patient satisfaction achievement rates in the National GP Patient Survey (GPPS).

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook reviews of information without visiting the location.

Background to The Vicarage Lane Surgery

The Vicarage Lane Surgery also known as Dr Ashar's Practice at Vicarage Lane Health Centre, is situated at 10 Vicarage Lane, London, E15 4ES. It is located in a health centre, leased from the local NHS Trust and is shared with other community health service. The practice has good transport links and is within easy reach of bus and train services providing direct access into Central London.

There is a clinical team of four GPs; one advanced nurse practitioner (ANP); two practice nurses, a care home nurse and a healthcare assistant (HCA); three pharmacists; two health and well-being coaches and a social prescriber/patient liaison officer. Clinical staff are supported at the practice by three members of a practice and administration management team and a team of 13 reception and administration staff.

The provider is registered with CQC to deliver the Regulated Activities: diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice reception is open Monday-Friday between 8am-6:30pm and appointments are available between these times. Patients may book appointments online, by telephone or in person.

The practice is situated within the North East London Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 9780 (as of 01 June 2022). This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four 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 35.3% Asian, 34.6% White, 21.1% Black, 5.2% Mixed, and 3.8% Other.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If a GP or clinician needs to see a patient on a face-to-face basis, an appropriate appointment is offered.

Extended access and out of hours services are provided locally by the Hub, where late evening and weekend appointments are available and can be accessed by calling the NHS 111 telephone service.