

# Abbey Medical Centre

## Inspection report

1 Harpour Road  
Barking  
Essex  
IG11 8RJ

Tel: <xxxx xxxxx xxxxxx>  
<www.xxxxxxxxxxxxxxxxx>

Date of inspection visit: 10 December 2018  
Date of publication: 19/02/2019

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

**This practice is rated as Good overall.** (Previous rating 12 2017 – Good Overall, but requires improvement for providing caring services.)

The key question we rated at this inspection is:

Are services caring? – Good

We carried out an announced focussed inspection at Abbey Medical centre on 10 December 2018. We carried out this inspection to follow up on areas where improvements could be made at our last inspection. At this inspection, we inspected the Caring key question only.

At this inspection we found:

- Patient feedback about the service was positive, and this included information obtained from various sources including national and practice patient surveys, friends and family test, and NHS choices
- The practice patient survey results had improved considerably since our last inspection, because of the practice taking positive actions to address areas of poor feedback

- The practice took feedback from patients seriously and acted on any identified areas for improvement.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- The practice had an active patient participation group, with a diverse membership. The PPG members indicated that they felt engaged and empowered by the practice to contribute to service developments.

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

- Consider displaying information about patient feedback, such as survey results, and actions the practice had taken in response, in the practice.

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

**Please refer to the detailed report and the evidence tables for further information.**

## Population group ratings

## Our inspection team

This inspection was carried out by a Care Quality Commission (CQC) lead inspector.

## Background to Abbey Medical Centre

Abbey Medical Centre is located in the London Borough of Barking and Dagenham in East London and is part of Barking & Dagenham Clinical Commissioning Group (CCG).

Abbey Medical Centre has a patient list of approximately 7,200. Approximately 6% of patients are aged 65 or older (compared to the 17% national average) and approximately 30% are under 18 years old (compared to the 21% national average). Fifty one percent have a long-standing health condition (compared to the 54% national average) and practice records indicate that just over 1% of patients have carer responsibilities. The services provided by the practice include child health care, ante and postnatal care, immunisations, sexual health and contraception advice and management of long term conditions.

The staff team comprises one female lead GP (eight sessions per week), two salaried GPs (one male, one female providing 11 sessions), two long term sessional GP (providing a total of five sessions) one female advanced

nurse practitioner (nine sessions), one female practice nurse (six sessions), one female health care assistant (5 sessions), a practice manager and a range of administrative staff.

The practice operates from its main location at 1 Harpour road Barking Essex IG11 8RJ. The practice branch site at Vicarage Field Health Centre (approximately two kilometres away) closed from 14 January 2019 due to a notice served on the building in connection with the town centre redevelopment.

The practice opening hours are as follows: Monday 8.00am – 8.00pm, Tuesday: 8.00am – 8.00pm, Wednesday: 8.00am – 8.00pm, Thursday: 8.00am – 6.30pm and Friday: 8.00am – 7.00pm. Appointments are available at the following times: Monday 8.30am – 12.30pm and 2.00pm – 7.30pm, Tuesday 9.00am – 12.30pm and 1.30pm – 7.30pm, Wednesday 9.00am – 1.00pm and 1.30pm – 7.30pm, Thursday 8.30am – 1.00pm and 1.30pm – 5.00pm, and Friday 9.00am – 1.00pm and 1.30pm – 6.30pm.

# Are services caring?

**We rated the practice as good for caring.**

## **Kindness, respect and compassion**

Staff treated patients with kindness, respect and compassion.

- Feedback from patients was positive about the way staff treat people.
- Staff understood patients' personal, cultural, social and religious needs.
- The practice gave patients timely support and information.
- The practice's GP patient survey results were comparable with local and national averages for questions relating to kindness, respect and compassion.
- The practice had acted to improve areas of negative feedback from patient surveys, friends and family test and NHS Choices. For example they had investigated ways to create additional car parking for patients attending the practice.

## **Involvement in decisions about care and treatment**

Staff helped patients to be involved in decisions about care and treatment. They were aware of the Accessible Information Standard (a requirement to make sure that patients and their carers can access and understand the information that they are given.)

- Staff communicated with people in a way that they could understand, for example, communication aids and easy read materials were available.
- Staff helped patients and their carers find further information and access community and advocacy services. They helped them ask questions about their care and treatment.
- The practice proactively identified carers and supported them.
- The practice's GP patient survey results were comparable with local and national averages for questions relating to involvement in decisions about care and treatment.

## **Privacy and dignity**

The practice respected patients' privacy and dignity.

- When patients wanted to discuss sensitive issues or appeared distressed, reception staff offered them a private room to discuss their needs.
- Staff recognised the importance of people's dignity and respect. They challenged behaviour that fell short of this.

**Please refer to the evidence tables for further information.**