

Beechwood Medical Centre




Inspection report

86a Dalston Lane
London
E8 3AH
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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	
Are services effective?		Inspected but not rated	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection of the Beechwood Medical Centre (the service) on 16 September 2021. The inspection focussed on issues we identified at our previous inspection on 13 February 2020. Overall, the service is now rated as Good.

The ratings for the key questions considered at this inspection are:

- Are services Safe - Good
- Are services Well-led – Good

The ratings carried forward from our previous inspection are: -

- Are services Effective? – Good
- Are services Caring? – Good
- Are services Responsive? – Good

The full report of our previous inspection in February 2020 can be found on our website at:

<https://www.cqc.org.uk/location/1-7973557259/reports>

Following that inspection, we served requirement notices under Regulations 12 and 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- We identified that the service did not have clear systems, practices and processes to keep people safe and safeguarded from abuse.
- Patients' needs were not always fully assessed, and care and treatment were not always delivered in line with current evidence-based guidance.
- There was insufficient evidence that all staff had received up-to-date training appropriate to their roles and responsibilities.
- Published data on clinical performance was mixed in relation to People with long-term conditions.
- The arrangements for governance and performance management did not always operate effectively.

The provider told us immediate steps had been taken to address our concerns and subsequently sent us a plan of the actions taken.

In addition to the requirement notices, we highlighted some other aspects of the service where the provider should make improvements:

- Continue with efforts to improve outcomes for people with long-term conditions, the uptake of cervical screening tests and childhood immunisation rates.
- Introduce and maintain a record of staff members' immunisation status, in accordance with PHE guidance and the practice's infection prevention and control policy.
- Introduce a system to monitor prescription forms used in the service's three printers, in accordance with national guidelines on prescription security.

Why we carried out this inspection

We carried out this focussed inspection on 16 September 2021, looking at the identified breaches set out in the requirement notices to review the action taken by the provider. We also looked at the other aspects of the service where the need for improvement had been identified at our previous inspection.

Overall summary

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, we have taken account of the circumstances arising from 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 spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements. This included:

- A remote review patients' records undertaken by our GP specialist adviser, undertaken before our site visit.
- A video conference with the provider to discuss the remote records review;
- A site visit, involving an interview with the provider and practice manager to consider the actions taken by the provider since our last visit and to review patients' records.

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 found that:

- The provider had reviewed the care of the patients being prescribed high-risk medicines and those whose care involved medications referred to in two drug safety alerts. The provider had taken action in relation to the patients' care.
- Revised relevant policies, adopted by the local federation, had been fully implemented and reviewed since our last inspection.
- Staff training requirements were up to date and a record of staff members' immunisation status was maintained.
- We found the practice had instigated actions which were sufficient to meet the requirements of Regulations 12 and 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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

- Continue to work with the PCN pharmacist in developing and undertaking medication reviews in accordance with clinical guidance.
- Continue with work to improve outcomes for patients with diabetes and efforts to improve the uptake of cervical screening tests and childhood immunisation rates.

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

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 who spoke with the provider using video conferencing facilities and undertook a site visit.

The team included a GP specialist advisor who completed clinical searches without visiting the location and spoke with the provider using video conferencing facilities.

Background to Beechwood Medical Centre

The Beechwood Medical Centre (the service) operates at 86a Dalston Lane, London E8 3AH, and is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures; treatment of disease, disorder or injury; maternity and midwifery services; and family planning. It provides NHS services through a General Medical Services (GMS) contract to 3,958 patients (data at 1/8/21). The practice area has a high deprivation level, being in the 3rd most deprived decile. Forty-five percent of patients are of BAME background.

The service operates within the City and Hackney grouping of the NHS North East London Clinical Commissioning Group (CCG). In addition, it is part of the London Fields Primary Care Network (PCN), which is made up of six practices.

The clinical team is made up of the male GP (the provider) who is the registered provider and works full time, a part-time long-term female locum GP working two days a week, and a part-time practice nurse, who works three day a week. The administrative team is made up of a practice manager and five staff, one of whom is a phlebotomist, qualified to take patients' blood samples.

Reception hours –

Monday to Thursday 8:00 am – 6:30 pm

Friday 8:00 am – 8:00 pm

Saturday 8:00 am – 11:30 am

Consulting hours -

Monday to Thursday 8:00 am – 12:00 noon and 3:00 pm – 6:00 pm

Friday 8:00 am – 12:00 noon, 3:00 pm – 6:00 pm and 6:30 pm - 8:00 pm

Saturday 8:00 am – 11:30am

In addition to the extended hours provision at the practice on Friday evening and Saturday morning, further appointments are available as part of a boroughwide service provided by the CCG at five other locations, from 6:30 pm - 8:30 pm, Monday to Friday and from 8:00 am - 8:00 pm on the weekends and public holidays, although the locations' opening hours vary.

The service is closed on Sundays and has opted out of providing an out of hours service. Patients calling the service outside normal operating hours are put through to the local out of hours service provider. However, some callers may be able to contact service clinical staff in emergencies via telephone up to 9:00 pm Monday to Friday.