

# North Street Medical Care

## Inspection report

274 North Street  
Romford  
RM1 4QJ  
Tel: 01708629733  
[www.northstreetmedicalcare.co.uk](http://www.northstreetmedicalcare.co.uk)

Date of inspection visit: 7 December 2021  
Date of publication: 22/12/2021

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

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



# Overall summary

We carried out an unannounced inspection at North Street Medical Care on 7 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good.

The full reports for previous inspections can be found by selecting the 'all reports' link for North Street Medical Care on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this inspection.**

This inspection was undertaken in response to data we reviewed which suggested potential issues with access to appointments.

## **How we carried out the inspection**

The inspection was led by a CQC lead inspector who spoke with staff on site and reviewed information.

Interviews were carried out with the practice manager and reception manager.

We found that:

- The practice staff monitored, reviewed and responded to any identified concerns regarding of the ease of patients access to appointments.
- The practice offered a range of appointment types.
- There were systems in place to support people who faced communication barriers to access treatment.
- Patients with most urgent needs had their care and treatment prioritised.

**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

The inspection was carried out by a CQC inspector.

## Background to North Street Medical Care

North Street Medical Care is located at:

North Street Medical Care

274 North Street

Romford

RM1 4QJ

The practice has a branch surgery at:

Chadwell Heath Health Centre

Ground Floor

Ashton Gardens

Romford, Essex

RM6 6RT

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 and surgical procedures. These are delivered from both sites.

The practice is situated within the Havering Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 19833. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called Marshall's Primary Care Network. The network includes Western Road Surgery and The New Medical Centre.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth lowest decile (six 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 5.1% Asian, 87.5% White, 4.8% Black, 2.1% Mixed, and 0.6% Other.

The age distribution of the practice population closely mirrors the local and national averages.

The number of full-time equivalent staff working at the practice providing a service for 19,833 patients at the time of the inspection was: -

- 8.16 - General Practitioners,
- 4.23 - Trainee GPs,
- 3.25 - Practice Nurses,
- 1.24 - Health Care Assistants,
- 0.2 - Paramedic,
- 1.2 - Pharmacists,
- 0.23 - Physiotherapist,
- 0.29 - Social prescriber,
- 0.29 - Mental Health Practitioner,
- 13.25 - Reception staff.

North Street Medical Care was open from Monday to Friday from 8am to 6.30pm and appointments were offered from approximately 8am to 6.15pm. The practice also offered an extended hours service from 9am to 12md for two Saturdays per month for routine appointments. Chadwell Health Centre operated similar hours but did not see patients between 1pm and 2pm each day and on a Thursday afternoon from 1pm.

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 the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

For out of hours services, patients could access the Havering GP access hub, which was based at North Street Medical for pre-booked urgent care appointments from 6.30pm to 10pm Monday to Friday and from 8am to 6pm on a Saturday and Sunday. When closed patients were advised to use the NHS 111 service.