

Newbury Group Practice

Inspection report

Newbury Park Health Centre
40 Perrymans Farm Road
Ilford
IG2 7LE
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www.newburygrouppractice.co.uk

Date of inspection visit: 07 December 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 effective?

Requires Improvement



Overall summary

We carried out an announced focused inspection at Newbury Group Practice on 7 December 2022. Overall, the practice is rated as good.

The rating for the inspected key question is as follows: -

Effective – Requires improvement

The provider and location were previously inspected in December 2021 when we rated the service as good overall but requires improvement for the key question of Effective.

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

Why we carried out this inspection

This inspection was an announced focused inspection in line with our inspection programme of inspecting practices where there is indication of a change in the quality of care provided.

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 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:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- 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.

We have rated this practice as good overall.

We found that:

Overall summary

- The provider did not have clear consistent processes for managing risks, issues and performance. For example, medicines management processes related to monitoring high-risk medicines and patients with certain long-term conditions, and possible misdiagnoses.
- There was evidence that the practice did not have consistent processes to identify and act upon data to ensure that data was acted upon in a timely manner.
- The provider did not have a consistent system in place to ensure that medicines safety alerts (with reference to historical safety alerts) continued to be monitored and reviewed to ensure appropriate prescribing of medicines.

The areas where the provider **must** make improvements: -

- Ensure that care and treatment is provided in a safe way.

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. The team included a GP specialist advisor.

Background to Newbury Group Practice

Newbury Group Practice is based in Ilford, Essex at:

40 Perrymans Farm Rd

Ilford

Essex

IG2 7LE

The provider is registered with CQC to deliver the following Regulated Activities:-

Diagnostic and screening procedures

Maternity and midwifery services

Treatment of disease, disorder or injury

Family planning services

Surgical procedures

The practice is situated within the North East London Intergrated Care Board (ICB) and delivers Primary Medical Services (PMS) to a patient population of about 15,700. This is part of a contract held with NHS England.

The practice is part of a local GP Primary Care Network (PCN). This PCN is made up of three GP practices within this geographical area.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh lowest decile (7 of 10). The lower the decile, the more deprived the practice population is relative to others.

There are two GP partners who are supported by a team of five salaried GPs who provide clinical care at the practice. Three clinical pharmacists work varied sessions per week. There is a practice nurse and one healthcare assistant who work varied sessions per week. The clinical staff are supported by a team of part-time reception staff, administration staff and a full-time practice manager. The practice also employs a physician associate, a phlebotomist, physiotherapist and a social prescriber.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, GP appointments were a combination of telephone and face-to-face consultations.

The practice opening hours are as follows: -

- 8.00am to 8.00pm Monday to Thursday
- 8.00am to 6.30pm Friday

Extended access and Out of Hours services is provided by the local GP network, where late evening and weekend appointments are available.

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury Family planning services	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The registered provider did not do all that was practicable to ensure that systems in place allowed safe care to be provided:-</p> <ul style="list-style-type: none">• The provider did not ensure the monitoring of patients with long-term conditions was adequate, with reference to patients who had been diagnosed and prescribed medicines for the treatment of hypothyroidism, high blood pressure and/or heart failure. In addition, monitoring of safety alerts did not ensure that female patients of child-bearing age prescribed teratogenic medicines did not always received timely information relating to the potential side effects of this type of medicine.• The provider did not ensure the monitoring of patients with potential long-term conditions was adequate, in particular with reference to the provider not having failsafe systems to identify and act upon data which would prevent any further risk to patient's health as a result of a misdiagnosis. <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>