

The Drive Surgery

Inspection report

68 The Drive
Ilford
IG1 3HZ
Tel: 02085543014

Date of inspection visit: 09 May 2022
Date of publication: 05/07/2022

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?

Requires Improvement



Are services well-led?

Good



Overall summary

We carried out an announced inspection at The Drive Surgery on 9 May 2022. Overall, the practice is rated as Good.

The ratings for each key question are as follows:-

Safe - Good

Effective – Requires improvement

Well-led - Good

Following our previous unannounced inspection on 11 October 2021 the practice was rated inadequate overall and for key questions safe and well-led. At this inspection, we also rated key question effective as requires improvement.

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

Why we carried out this inspection

This inspection was an announced focused inspection to follow up on:

- Breaches of regulations at our previous inspection held October 2021.

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:-

- Requesting evidence from the provider.
- A site visit.

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.
- Information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall

Overall summary

We found that:

- The practice has adequate infection prevention controls in place to reduce the spread of infection.
- There were effective processes in place for record keeping including significant events.
- The practice was able to evidence quality improvement activities and clinical audits undertaken.
- The practice was able to provide evidence to show that there were regular clinical and all staff practice meetings.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- Appropriate authorisations were in place for clinical staff to administer medicines.
- There were effective processes in place to manage risk and potential issues at the practice.
- The way the practice was managed showed improvement in promoting the delivery of quality, person-centre care.
- There was evidence of learning gained shared within the practice.

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

- Devise a system to track and monitor accurate usage of blank prescription within the practice.
- Maintain a consistent approach to staff records keeping.
- Continue with efforts to improve the uptake of childhood immunisations and cervical screening within the age group 25 – 49.

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service.

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. The team included a GP specialist advisor

Background to The Drive Surgery

The Drive Surgery is located at:

68 The Drive

Ilford

Essex

IG1 3HZ

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

The practice is situated within the Redbridge Clinical Commissioning Group (CCG) and delivers Primary Medical Services (PMS) to a patient population of about 6,900. This is part of a contract held with NHS England.

The practice is part of a wider network of the local GP Primary Care Network (PCN). This PCN is made up of eight 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 (2 of 10). The lower the decile, the more deprived the practice population is relative to others.

There is one female GP provider who was supported by a team of four salaried GPs who provide clinical care at the practice. Three male locums and three female locums GP's work approximately nine sessions between them. One male clinical pharmacist works approximately four sessions a week. There are two part-time nurses who work four sessions a week. There is one healthcare assistant who works varied sessions per week. The clinical staff are supported by a team of part-time reception staff and are supported by a part-time practice manager and a deputy practice manager. The local primary care network provides practice access to one clinical pharmacist who works at the practice one day per week.

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 a combination of telephone and face-to-face consultations.

The practice opening hours are as follows: -

- 8.00am to 7.00pm Monday to Friday
- 10.00am to 6:00pm Saturday
- 11am to 3pm Sunday

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