

The Microfaculty

Inspection report

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Date of inspection visit: 22 January 2020
Date of publication: 05/03/2020

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?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at The Microfaculty on 9 July 2019 as part of our inspection programme, where we rated the practice as requires improvement overall as we identified breaches in regulation 17 of the Health and Social Care Act in relation to sharing learning and risk mitigation.

This inspection in January 2020 found significant improvements had been made.

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 and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected from avoidable harm.

- There were effective systems to share learning.
- Risks were adequately mitigated.
- Patients received effective care and treatment that met their needs.
- The practice organised and delivered services to meet patients' needs.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality care.

The practice **should:**

Continue to work to improve uptake of childhood immunisations and cervical cytology.

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

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

The inspection team included a lead CQC inspector, who was supported by a GP specialist advisor and a nurse specialist advisor.

Background to The Microfaculty

The Microfaculty is situated within Waltham Forest Clinical Commissioning Group (CCG) in East London and is located in a converted house over two floors with free parking on surrounding roads. The practice provides services to approximately 5,200 patients under a Primary Medical Services (PMS) contract. It is registered with the Care Quality Commission to carry on the regulated activities of maternity and midwifery services, family planning services, treatment of disease, disorder or injury and diagnostic and screening procedures.

The practice is rated four out of 10 on the deprivation scale, where one is the most deprived and 10 is the least deprived. Forty nine percent of the practice population has a long-standing health condition, which is slightly higher than the local average of 43% and 10% of the practice population are unemployed, which is higher than the local average of 6%. Thirty seven percent of patients do not have English as a first language and the practice staff speak a combined total of nine languages.

The practice has one male GP principal and two female salaried GPs who complete a combined total of 23 sessions per week, there is a practice nurse who

completes five sessions a week and a clinical pharmacist. There are two practice managers and a number of reception/administration staff members. The practice is also a teaching practice and currently has one GP registrar and an international GP who also complete supervision and follow a strict supervision and teaching regime.

The practice is open Monday to Friday from 8am to 6:30pm. Phone lines are answered from 8am and appointment times are as follows:

- Monday 9am to 11:20am and 3:30pm to 5:50pm
- Tuesday 9am to 11:20am and 2pm to 5:50pm
- Wednesday 10am to 12pm and 3:30pm to 5:50pm
- Thursday 9am to 11:20am
- Friday 9am to 11:20am and 3pm to 5:50pm

The locally agreed out of hours provider covers calls made to the practice when it is closed, and it is part of the local HUB which provides GP and nurse appointments on weekday evenings and weekends when the practice is closed.