

SMA Practice

Inspection report

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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?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at SMA Practice on 24 April 2019 as part of our inspection programme.

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.
- 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.

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

Our inspection team was led by a CQC lead inspector, who was supported by a GP specialist advisor and a practice nurse specialist advisor.

Background to SMA Practice

SMA Medical Practice is located in a purpose built building on a busy high road in east London, with good transport links, two disabled parking bays for patients in the staff car park and parking available on surrounding roads. The practice is a part of Waltham Forest Clinical Commissioning Group (CCG) and is managed by The Hurley Group, who is the care taking practice.

There are approximately 10,900 patients registered at the practice, 40% of whom did not have English as a first language. The practice has a young population, only 6% of patients were aged over 65 years and 27% were aged under 18. Thirty five percent of patients have a long standing health condition, which is below the CCG average of 43% and the national average of 51% and the practice has a higher rate of unemployment at 9% compared with the CCG average of 6% and the national average of 4%. The practice is rated as two on the deprivation scale, where a rating of one represents the most deprived and 10 represents the least deprived.

The practice has a mix of male and female GPs who carry out a total of 36.5 sessions per week, there are two practice nurses who complete a total of 16.5 sessions and a health care assistant. The practice also has a practice manager and a number of administration and reception staff. The practice is supported by the providers' clinical and non-clinical support teams.

The practice operated under a General Medical Services (GMS) contract (a contract between NHS England and general practices for delivering general medical services and is the most common form of GP contract).

The practice is open Monday to Friday from 8am to 8pm, except for Wednesdays when the practice closes at 7pm. Phone lines are also answered from 8am and appointment times are as follows:

- Monday 8am to 8pm
- Tuesday 8am to 8pm
- Wednesday 8am to 8pm
- Thursday 8am to 1:30pm and 2pm to 6pm
- Friday 8am to 8pm

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.

SMA Medical Centre operates regulated activities from one location and is registered with the Care Quality Commission to provide treatment of disorder, disease or injury, diagnostic and screening procedures, surgical procedures, maternity and midwifery services and family planning.