

Elsdale Street Surgery

Inspection report

28 Elsdale Street
Hackney
London
E9 6QY
Tel: 02085252980
www.elsdalestreetsurgery.nhs.uk

Date of inspection visit: 20, 23 and 28 June 2023
Date of publication: 27/07/2023

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 responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

At our previous inspection, from the 11 to 25 April 2022, where the surgery was rated requires improvement overall and for the key questions of effective and safe, all other key questions were rated good.

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

Why we carried out this inspection

We carried out this inspection to follow up breaches of regulation from the previous inspection. We reviewed the key questions of safe, effective, responsive and well-led.

We carried out an announced focused follow up inspection at Elsdale Street Surgery on the 20, 23 and 28 June 2023 and rated the surgery as Good overall. The key questions are rated as:

Safe - good.

Effective – good.

Caring – Good (Carried through from the previous inspection in April 2022)

Responsive – good.

Well-led – good.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- 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 and
- information from the provider, patients, the public and other organisations.

We found that:

Overall summary

- The provider had made improvements following the previous inspection and had employed a new practice manager and chairperson.
- The systems in place to ensure good governance had been reviewed and improved.
- The system for sharing patients diabetic care with secondary care had improved and ensured patients were appropriately followed up.
- The practice had put in place an effective system to ensure staff were appropriately trained.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Review and take action for all safety alerts.
- Continue to improve the uptake of childhood immunisations.
- Continue to improve the uptake of cervical screening by women.

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 Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit with a practice nurse specialist adviser. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Elsdale Street Surgery

Elsdale Street Surgery is located in Hackney at:

28 Elsdale Street

Hackney

London

E9 6QY

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.

The practice is situated within the City of Hackney Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of approximately 7,350. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as Well Street Common.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two 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 10.1% Asian, 49.7% White, 29% Black, 7% Mixed, and 4.2% Other.

There is a team of four full-time equivalent GPs, who are supported by a team of four nurses. The GPs are supported as a leadership team by a practice and business manager and a team of reception/administration staff.

The service is open from 8:30am to 6:30 pm Monday to Friday. Extended hours appointments are offered by a GP and practice nurse these are available from 6:30pm to 8pm by appointment only on a Monday and Wednesday.

The 111 service offered patients access to the Hackney extended access services which were open 4pm to 8pm weekdays and 8am to 8pm weekends and Bank Holidays.