

# Berwick Surgery

## Inspection report

17 Berwick Road  
Rainham  
Essex  
RM13 9QU  
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Date of inspection visit: 18 September to 18  
September  
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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?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Berwick Surgery on the 18 September 2019, to follow up the breaches of inspection found in the inspection of 19 March 2019.

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**

We rated the practice as good for providing an effective service because:

- The practice had responded to the findings of the CQC inspection in March 2019 and made improvements.
- The practice had a system in place to ensure the clinical competency of clinical staff.

During the inspection we reviewed the new GP survey carried out January 2019 and found the practice had some areas where their patient results had declined. The practice carried out their own survey which demonstrated an increase in patient satisfaction. In addition, on the day of the inspection they produced an action plan outlining how they will respond to the issues raised in the GP survey.

The areas where the provider should make improvements are:

- Continue to review and improve the Childhood Immunisations to achieve the World Health Organisation target of 90%.
- Continue to respond to and review patient feedback.

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

## Population group ratings

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a GP specialist advisor.

## Background to Berwick Surgery

The GP practice is located at:-

17 Berwick Road

Rainham

Essex

RM13 9QU

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice has a contract with the Havering Clinical Commissioning Group (CCG) and NHS England to provide primary medical services for 4,658 (2,282 male, 2,376 female) patients.

The provider is the only permanent GP at the practice, they are supported by a part-time practice nurse and health care assistant, a part time practice manager and a team of administration staff and a locum GP and nurse independent prescriber.

The practice reception is open from 8am to 7pm Monday to Friday.

Booked face to face appointments are available: -

With a GP. Monday's 9.30am-5.30pm, Thursday 9.00am-12.30pm (locum GP) and Friday' 9.00am-5.30pm(locum GP).

With a advanced nurse practitioner Tuesdays 9am -1pm and 2pm-6pm and Wednesdays 9am -1pm and 3pm-7pm.

With a Practice Nurse Monday 10am-6.30pm, Tuesday8.30am-4.00pm and Wednesday 8.30am-4.30pm.

With an apprentice nurse associate, Monday 9.30am-6.30pm, Tuesday 9.30am-4.30pm, Thursday 9am-1pm and Friday 9am-4pm.

Urgent and telephone appointments were available from Monday to Friday.

The practice is part of the GP hub that offers out of hours appointments between 6pm and 10pm on week days and between 8am to 8pm on weekends. Patients are also advised to use the emergency services for example 111 when the GP hub is closed.

The practice catchment area is classed as being within one of the less deprived areas in England. The practice scored seven the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

National General Practice Profile describes the practice ethnicity as being 86.9% white British, 4.2% Asian, 6.2%

black, and 2.1% mixed and 0.5% other non-white ethnicities. The area has 53% of patients with longstanding health conditions which is slightly higher than the local care commissioning group average of 48%.