

Docklands Medical Centre

Inspection report

100 Spindrift Avenue
London
E14 9WU
Tel: 020 7537 1444
docklandsmedicalcentre.com

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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?

Requires improvement 

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 of Docklands Medical Centre on 6 February 2019 as part of our inspection programme.

At the previous inspection of Docklands Medical Centre on 20 November 2014 we rated the practice as good overall.

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 rated the practice as **requires improvement** for providing safe services because:

- We found incidents of unsafe prescribing of some high risk medicines and there were no prescribing protocols in place for some high risk medicines.

We rated the practice as **good** for providing effective, caring, responsive and well-led services because:

- The practice reviewed and monitored the effectiveness and appropriateness of the care and treatment it provided.
- Patient feedback about the practice was positive and the practice acted upon feedback.

- The practice had an active patient participation group.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- There was a clear leadership structure and staff told us they felt able to raise concerns and were confident these would be addressed.
- There was a strong focus on continuous learning and improvement.
- The way the practice was led and managed promoted the delivery of high-quality and person-centre care.

The areas where the provider **must** make improvements are:

- Ensure care and treatment is provided in a safe way to patients.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Consider measures to encourage the uptake of cervical and breast cancer screening rates.

Details of our findings and the evidence supporting our ratings are set out in the evidence table.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

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. The team included a GP specialist adviser and a practice nurse specialist adviser.

Background to Docklands Medical Centre

Docklands Medical Centre is located on the Isle of Dogs in East London, and is situated within NHS Tower Hamlets Clinical Commissioning Group (CCG). The practice provides services to approximately 8834 patients under a General Medical Service (GMS) contract (this is a contract between general practices and NHS England for delivering primary care services to local communities). The practice has a website: docklandsmedicalcentre.com.

Tower Hamlets CCG consists of 36 GP practices split into eight networks. Docklands Medical Centre is part of the 'Health Island Network', comprising of four practices in the locality.

The practice is registered with the CQC to carry on the following regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Surgical procedures; and Treatment of disease, disorder or injury.

The clinical team at the practice includes: four salaried GPs (two male and two female, collectively providing 24 clinical sessions per week), one female advanced nurse practitioner providing eight clinical sessions per week, one female practice nurse providing eight clinical sessions per week, two female healthcare assistants working 20 hours per week, and one female phlebotomist working 6.5 hours days per week. There is a full-time

practice manager, a reception manager (working four days per week) and a team of reception and administrative staff. Docklands Medical Centre is also a training practice.

The practice's opening hours are:

- Monday and Tuesday from 7am to 6.30pm;
- Wednesday from 8am to 7.30pm;
- Thursday and Friday from 8am to 6.30pm.

Appointments are available:

- Monday and Tuesday from 7am to 5pm;
- Wednesday from 8am to 7.20pm;
- Thursday from 8am to 5pm;
- Friday from 8am to 5.50pm.

Appointments include home visits, telephone consultations and online consultations. Urgent

appointments are available for patients who need them. Patients telephoning when the practice is closed are directed to the local out-of-hours service provider.

Information published by Public Health England rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the

highest levels of deprivation and level ten the lowest. In England, people living in the least deprived areas of the country live around 20 years longer in good health than people in the most deprived areas.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment There was unsafe management of medicines, in particular: Monitoring and prescribing of high risk medicines.
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	