

# Birchdale Road Medical Centre

## Inspection report

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London  
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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?

Requires improvement 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Birchdale Road Medical Centre on 4 June 2019 as part of our inspection programme for practices rated inadequate in one or more key questions at our last inspection of the practice.

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, with requires improvement for providing caring services.

We rated the practice requires improvement for caring services because:-

- Whilst the practice had scored well in some areas of the most recent published National GP Survey, the practice scored lower than both the local clinical commissioning group (CCG) and the national averages regarding their interaction with patients at the practice.

We rated the practice good for safe, effective, responsive and well-led services because

- The practice conducted clinical audits and could show improvement in patient care because of audits.
- The practice has clear systems, practice and process which kept patients safe.
- The practice acted on significant events and shared the learning amongst staff.

- Complaints were dealt with in line with recognised guidance.
- The practice had scored well in some areas of the National GP Patient survey relating to access to services at the practice.
- Staff had the skills, knowledge and experience to carry out their roles.
- The practice engaged with internal stakeholders including the practice participation group (PPG) to ensure that service provided met the needs of the practice population.

We have rated the practice as good for all the population groups for the key questions of effective and responsive.

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

- Review the service and care provided by staff in relation to low patient satisfaction scores.
- Continue with efforts to improve practice uptake of screening for bowel cancer.
- Review internal recall process for cervical screening.
- Re-assess the practice business plan to show how the practice aims to achieve objectives identified. Focus should be paid to the strategy for identifying for potential risks to the service and how to address them.

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

<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 adviser and a practice nurse adviser.

## Background to Birchdale Road Medical Centre

Birchdale Road Medical Centre is situated within NHS Newham Clinical Commissioning Group (CCG). The practice provides services to approximately 3,300 patients under a General Medical Services (GMS) contract. A GMS contract is agreed nationally between general practices and the National Health Service (NHS) to deliver core medical services.

The practice provides a range of enhanced services including child vaccines and extended hours. It is registered with the Care Quality Commission to conduct the following the regulated activities:-

- Maternity and midwifery services
- Treatment of disease, disorder or injury
- Diagnostic and screening procedures.

The staff team at the practice includes the lead (male) GP working between eight and ten sessions per week and one long term locum female GP working two sessions per week, a female practice nurse working four sessions per week, a female healthcare assistant working one session per week, a practice manager working 37.5 hours per week, and a team of reception and administrative staff all working a mixture of part time hours.

The practice opening hours are: -

- Monday - Friday from 8am to 7pm

GP appointments are available:

- Monday, Tuesday, Wednesday and Thursday 10am to 12.30pm and 3.30pm to 6pm
- Friday 9.30am to 12.30pm and 3pm to 6pm

Extended hours are available 6.30pm to 8:30pm on Thursdays, and additionally through the Newham GP Co-op service every weekday from 6.30pm to 9.00pm and on Saturday from 9.00am to 1.00pm. Patients telephoning when the practice is closed are transferred automatically to the local out-of-hours service provider.

Appointments include home visits, telephone consultations and online pre-bookable appointments. Urgent appointments are available for patients who need them.