

The Drive Surgery

Inspection report

68 The Drive
Cranbrook
Ilford
Essex
IG1 3HZ

Tel: 020 8554 3014

www.thedrivesurgeryilford.co.uk

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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 responsive?

Good



Overall summary

We carried out an announced focused inspection at The Drive Surgery on 9 August 2018 as part of our inspection programme. Following the inspection at this time, the overall rating for the practice was Good, with the key question of 'are services responsive' rated as requires improvement.

This inspection was a focused inspection conducted on 9 August 2019 was to ensure that the provider continued to make improvements identified at our previous inspection in August 2018.

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:

- 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.
- The practice organised and delivered services to meet patients' needs. However, the most recent published data from the National GP Patient Survey showed patients continued to have difficulties accessing care and treatment in a timely way at the practice.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice conducted its own in-house patient survey, analysing the results to provide improved services for patients registered at the practice.

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

- Continue to engage with patients with regards to their overall experience when accessing services at the practice.

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. The team included a CQC observer.

Background to The Drive Surgery

The Drive Surgery is located in Ilford in North East London. It is one of 47 GP practices within NHS Redbridge Clinical Commissioning Group (CCG). The practice is housed in a converted residential property and has approximately 6330 registered patients. The practice serves a mixed population (White European, Asian / British Asian and Black British / African / Caribbean), and is in the fifth less deprived decile of areas in England. At 79 years, male life expectancy is the same as the England average and at 83 years female life expectancy is also the same as the England average. It has a higher proportion of patients in the 0 to 14 years and 25 to 39 years age ranges compared with the England average, and fewer patients in the 45 to 85+ years age range.

Services are provided by The Drive Surgery partnership under a General Medical Services (GMS) contract with NHS England. The partnership is made up of two female GPs who each work nine sessions a week. Two male locum GPs and three female locum GP work approximately nine sessions between them. One male clinical pharmacist works approximately four sessions a week. There are two part-time nurses who work six sessions a week. There are three healthcare assistants who work varied sessions per week. The clinical staff are supported by a team of part-time reception staff and are supported by a part-time practice manager and a deputy practice manager.

The practice's opening times are:

- 8.00am to 7.00pm Monday to Friday
- 10.00am to 6:00pm Saturday
- 11am to 3pm Sunday

Patients are directed to an out of hours GP service outside these times.

Appointments are available between the following times:

- 9.30am to 6.30pm Monday to Friday.
- 10:15am to 3pm Saturday (pre-booked)
- 11:15am to 2:30pm Sunday (pre-booked)

Extended hours surgery is available between the following times: -

- 6.30pm to 7pm Monday to Friday.
- 10:15am to 3pm Saturday
- 11:15 am to 2:30pm Sunday

The practice is registered to carry out the following registered activities:

- Treatment of disease, disorder or injury;
- Maternity and midwifery services
- Family Planning.