

Modern Medical Centre

Inspection report

The Surgery
195 Rush Green Road
Romford
Essex
RM7 0PX
www.modernmedicalcentre.org

Date of inspection visit: 7 May 2019 to 7 May 2019
Date of publication: 29/05/2019

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?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at The Modern Medical Centre on 7 May 2019.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 17 September 2018. Where the practice was found requires improvement overall and for the domains, safe and well led and for all of the population groups children and families and good for the domains effective, caring and responsive and all the remaining populations.

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 for providing a good service for all of the population groups. This is because: -

- The practice has complied with the breaches of regulation found during the inspection of 17 September 2018.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had clear systems, practices and processes to keep people safeguarded from abuse.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- The practice had improved access for patients to the practice.
- Patients received effective care and treatment that met their needs.
- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.
- Complaints were listened and responded to and used to improve the quality of care.
- There was compassionate, inclusive and effective leadership at all levels.

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

- Review the protocol and monitoring for summarising patients records to ensure all are completed in a timely manner.
- Review staff training to incorporate mental capacity act and mental health act training.
- Identify further carers and provide the appropriate support.
- Continue to improve the childhood immunisation uptake rates to ensure they are line with the World Health Organisation (WHO) targets.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

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 GP specialist adviser, and a practice nurse specialist adviser.

Background to Modern Medical Centre

Services are provided from one location.

Modern Medical Centre

The Surgery,

195 Rush Green Road,

Romford, Essex,

RM7 0PX.

Modern Medical Centre is located in Romford and provides general medical services with to approximately patients 5,683 (2,795 male, 2,888 female), and the practice is part of the Havering Clinical Commissioning Group (CCG).

There is one male GP partner and one female GP partner and three locum GPs (two female and one male). The GPs are supported by two part-time female practice nurses, a part time advanced nurse practitioner, a practice manager, a team of receptionists and administrative staff. The practice is an approved teaching practice, supporting undergraduate medical students.

Data available to the Care Quality Commission (CQC) shows the practice serves a higher than average number of patients who are aged between 35 and 54 years of age

when compared to the national average. The number of patients aged 60 to 79 is slightly lower than average. The number of registered patients suffering income deprivation (affecting both adults and children) is similar to the national average.

The practice is open Monday to Friday between 8am and 6.30pm, when appointments

are available from 8.30am to 1.30pm and 3.30pm to 6.30pm. Appointments can be booked over the telephone, online or in person at the surgery. The practice opens once a month on a Saturday morning.

Patients are provided information on how to access an out of hour's service by calling the surgery or viewing the practice website.

Modern Medical Centre is registered by CQC to carry out the following regulated activities, Maternity and midwifery services, Family planning services, Treatment of disease, disorder or injury, surgical procedures and Diagnostic and screening procedures. At the time of the inspection we were informed the practice no longer carry out minor surgical procedures.