

Cranbrook Surgery

Inspection report

737A Cranbrook Road
Ilford
IG2 6RJ
Tel:

Date of inspection visit: 1 September 2021
Date of publication: 01/10/2021

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 well-led?

Good



Overall summary

We carried out an announced inspection at Cranbrook Surgery on 24 February 2020. The practice was rated Good in all key questions except for key question Well-led, which was rated requires improvement. At this inspection breaches of regulatory requirements were identified and the practice was issued with a requirement notice under Regulation 17 (Good governance) of the Health and Social Care Act (Regulated Activity) 2014.

Following our inspection in February 2020, we conducted a desk-top review of key question Well-led at Cranbrook Surgery on 1 September 2021. This review was conducted remotely without a site visit.

Overall, the practice is rated as good.

The rating for key question Well-led following this review is as follows:-

Well-led - Good

The full reports for previous inspections can be found by selecting the 'all reports' link for Cranbrook Surgery on our website at www.cqc.org.uk

Why we carried out this review

This desktop review was carried out to confirm that the practice had made improvements on the areas that we had identified at our last inspection. This report covers our findings in relation to those improvements.

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to obtain information from the provider to allow us to conduct the review remotely.

This included:

- Conducting staff interviews using telephone conferencing.
- Requesting evidence from the provider.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- 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 and good for all population groups.

We found that:

Overall summary

- The practice had embedded systems to ensure policies and processes were in place to facilitate the delivery of good quality care.
- The practice undertook regular clinical audits and quality improvement activities.
- There were arrangements in place for identifying, mitigating and managing risk within the practice.

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

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 who spoke with staff remotely. In addition, the provider provided us with requested information prior to the date of the desk-top review.

Background to Cranbrook Surgery

Cranbrook Surgery is based at:

737a Cranbrook Road

Ilford

Essex

IG2 6RJ

Tel: 0208 554 7111

The provider is registered with CQC to deliver the following Regulated Activities:-

Diagnostic and screening procedures

Maternity and midwifery services

Treatment of disease, disorder or injury

Family planning

Surgical procedures

The practice is situated within the Redbridge Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of approximately 5,000. This is part of a contract held with NHS England.

The practice reception is open from the following times:-

- Monday and Wednesday from 8am to 7.15pm
- Tuesday and Friday from 8am to 6.40pm
- Thursday from 8am to 6.30pm

Care and treatment is provided by two GP partners (female). There are two practice nurses (female) who provide four sessions weekly. The practice also employs a long term GP locum (male) who provides two sessions monthly. There is a part-time practice manager, an assistant practice manager and seven administrative/reception staff. The practice is part of the local GP Primary Care Network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the sixth lowest decile (7 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is approximately 55% Asian, 32% White, 7% Black and 3% Mixed.

There are more female patients registered at the practice compared to males.

When the practice is closed, out of hours cover for emergencies is provided by the local GP Federation and NHS 111 services.