

# Clayhall Group Practice

## Inspection report

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Date of inspection visit: 15 January 2020  
Date of publication: 27/02/2020

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 effective?

Good



Are services well-led?

Good



# Overall summary

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. The practice was previously inspected on 12 June 2017 and we rated the practice as Good overall.

Due to the assurance received from our review of information, we carried forward the good ratings for the following key questions: Safe, Caring and Responsive. This inspection looked at the following key questions:

- Are services Effective
- Are services Well-Led

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 with the exception of families, children and young people, which has been rated as requires improvement.

At this inspection we found:

- Patients received effective care and treatment that met their needs.
- The culture of the practice and the way it was led and managed meant the delivery and continual improvement of quality person-centred care.

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

- Continue with efforts to increase the up-take of child immunisations and cervical screening.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a practice manager advisor.

## Background to Clayhall Group Practice

Clayhall Group Practice is located over two sites both in residential areas approximately one mile apart in Ilford, Essex. Both sites are situated in converted residential houses. There are bays for parking for patients with disabilities at the front of the practice. There are bus stops within 5 ` minutes' walk from each location.

There are approximately 10,700 patients registered at the practice. Statistics shows moderate income deprivation among the registered population. Information published by Public Health England rates the level of deprivation within the practice population group as seven on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The registered population is slightly higher than the national average for those aged between 24-44. Patients registered at the practice come from a variety of geographical and ethnic backgrounds including Asian, Western European, Eastern European and Afro Caribbean. 43% have been identified as having a long-term health condition, compared with the CCG average of 45% and the national average of 51%.

Care and treatment is delivered by three GP partners (one female and two male) and two salaried GPs (female) who provide approximately 42 sessions weekly. There is one practice nurse (female), one locum pharmacist (male) and one healthcare assistant (female) who provide approximately 15 sessions between them weekly. There are 10 administrative staff/reception staff who are led by a practice manager.

The practice is open from the following times: -

8am – 6;30pm (Monday, Tuesday, Wednesday, Thursday, Friday)

Clinical sessions are run at the following times: -

08:00 - 12:30; 13:30 - 18:00 (Monday, Tuesday, Wednesday, Thursday, Friday)

The practice offers extended hours surgery on the following days: -

- 18:30 – 19:15 (Monday)
- 18:30 – 19:00 (Tuesday)
- 07:00 – 08:00 (Wednesday)
- 18:30 – 19:15 (Friday)

Patients can book appointments in person, by telephone and online via the practice website.

Patients requiring a GP appointment outside of practice opening hours are advised to contact the NHS GP out of hours service on telephone number 111. The local CCG provides enhanced GP services which allows patients from this practice to see a GP or Nurse in the evenings up to 8pm and also on the weekend.

The practice has a General Medical Services (GMS) contract and conducts the following regulated activities: -

- Diagnostic and screening procedures
- Treatment of disease, disorder or injury
- Surgical procedures

Redbridge Clinical Commissioning Group (CCG) is the practice's commissioning body.