

Drs. Zachariah, Lee, Acheson & Sinha

Inspection report

89 Gubbins Lane
Harold Wood
Romford Essex
RM3 0DR
Tel 01708 346666
<http://www.thegreenwoodpractice.co.uk/>

Date of inspection visit: 5 March to 5 March 2019
Date of publication: 01/04/2019

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?

Requires improvement 

Overall summary

We carried out an announced comprehensive inspection at Drs. Zachariah, Lee, Acheson and Sinha on 25 February 2019.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 6 April 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,
- 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 have rated the provider **good** in safe, effective, caring, and responsive because: -

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- The practice was able to demonstrate that staff had the skills, knowledge and experience to carry out their roles.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Staff helped patients to be involved in decisions about care and treatment about care and treatment.
- Complaints were listened and responded to and used to improve the quality of care.
- The practice had responded to patients needs following the closure of a local practice and accepted the registration of over 500 new patients.

We rated the practice as **requires improvement** for providing well-led services because:

- Although the practice had made improvements following the previous inspection in regard to medicines management and policies and procedures. Further improvements were required to ensure good governance was maintained. The practice did not always ensure all health and safety risks were assessed and minimised.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report)

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

- Review the waste management process to ensure that it meets the Healthcare Technical Memorandum ' guidance.
- Review the patient group directives to ensure all are correctly signed.

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

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

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 second inspector, who visited both of locations.

Background to Drs. Zachariah, Lee, Acheson & Sinha

Drs. Zachariah, Lee, Acheson & Sinha:-

The Greenwood Practice

89 Gubbins Lane

Harold Wood

Romford

Essex

RM3 0DR

and

Ardleigh Green Surgery

106 Ardleigh Green Road

Hornchurch

Essex

RM11 2LP

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice has a contract with the Havering Clinical Commissioning Group (CCG) and NHS England to provide General Medical Services (GMS) for 11,758 (5,797 male, 5,961 female) patients.

The practice has one male and two female partners, three salaried doctors (two female and one male). Four part-time practice nurses. A practice manager and assistant practice manager, supported by reception and administration staff. The practice is an approved teaching practice, supporting second year undergraduate medical students. Staff may work at either location.

Opening times: The Greenwood Practice

- Morning 8:45am to 1pm and 4:30pm to 6:30pm.
- Tuesday 8:45am to 1pm and 1:30pm to 6:30pm.
- Wednesday 8:45am to 1pm and 1:30pm to 6:30pm.
- Thursday 8:45am to 1pm closed pm.
- Friday 8:45am to 1pm and 4:30pm to 6:30pm.

Appointments available: The Greenwood Practice

- Monday 9am to 12md and 5pm to 6:30pm.
- Tuesday 9am to 12md and 2pm to 5:45pm.
- Wednesday 9am to 12md and 4pm to 5:50pm.
- Thursday 9am to 12md.
- Friday 9am to 12md and 5pm to 6:50pm.

Opening times: Ardleigh Green Surgery

- Morning 8:45am to 6:30pm.
- Tuesday 8:45am to 6:30pm.
- Wednesday 8:45am to 1pm and 3:30pm to 6:30pm.
- Thursday 8:45am to 1pm.
- Friday 8:45am to 1pm and 4:30pm to 6:30pm.

Appointments available: Ardleigh Green Surgery

- Monday 9am to 12md and 5pm to 6:30pm.
- Tuesday 9am to 12md and 2pm to pm.
- Wednesday 9am to 12md and 4pm to 5:50pm.
- Thursday 9am to 12md.
- Friday 9am to 12md and 5pm to 6:50pm.

The practice nurses hold a walk-in clinic each morning from 9am to 12 middays at both clinics and appointments are available in the afternoon. As well as appointment clinics on Other GP led clinics are generally held in the afternoons.

The practice is part of the GP hub that offers out of hours appointments between 6pm and 10pm on week days and between 8am to 8pm on weekends. Patients are also advised to use the emergency services for example 111 when the GP hub is closed.

The practice catchment area is classed as being within one of the least deprived areas in England. The practice scored seventh on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

National General Practice Profile describes the practice ethnicity as being 87.7% white British, 6.1% Asian, 3.8% black, and 1.9% mixed and 0.5% other non-white ethnicities. Average life expectancy is 79.4 years for men and 84 years for women compared to the national average of 79 and 83 years respectively. The general practice profile shows that 52.5% of patients registered at the practice have a long-standing health condition, compared to 52% nationally.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met...The registered person had systems or processes in place that operating ineffectively in that they failed to enable the registered person to assess, monitor and improve the quality and safety of the services being provided. In particular:</p> <p>The practice did always adhere to ensuring all health and safety risks were minimised.</p> <p>The child protection registers required updating.</p> <p>The practice did not keep evidence of searches to identify if patients were affected by medicine and medical safety alerts.</p> <p>The practice nurse's annual appraisal did not include clinical input.</p> <p>The curtains in the treatment room at the Greenwood practice did not maintain patients' privacy and dignity.</p> <p>The practice reception was not always open on an afternoon and the times of opening differed each day. This may have increased the difficulty for patients accessing appointments.</p> <p>The number of carers identified remains below 1%.</p>
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	