

Ripple Road Medical Centre

Inspection report

364-370 Ripple Road
Barking
IG11 9RS
Tel: 08443756111
www.rippleroadmedicalcentre.co.uk

Date of inspection visit: 14 to 27 September 2022
Date of publication: 10/10/2022

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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive inspection at Ripple Road Medical centre from the 14 September to 27 September 2022. Overall, the practice is rated as good.

Safe - good.

Effective - good,

Caring – good.

Responsive -good.

Well-led – good.

Following our previous inspection on 16 August 2016, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Ripple Road Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. The inspection was a comprehensive inspection which looked at the key questions of whether the service was providing a safe, effective, caring, responsive and well-led service.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included Conducting staff interviews using video conferencing.

- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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 found that:

- The way the practice was led and managed promoted the delivery of person-centred care.

Overall summary

- 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.
- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- There was a system for recording and acting on safety alerts.
- The practice had responded promptly to complaints.
- There were evidence of systems and processes for learning, continuous improvement and innovation.
- The practice had responded to the patient feedback about access.
- There was compassionate, inclusive and effective leadership at all levels.

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

- Improve the process for medical reviews so staff always fully document the process.
- Continue to check health and safety risk assessments are carried out as prescribed in the health and safety and fire regulations.
- Improve the recording of clinicians' clinical record reviews.
- Improve the quality of protocols, so they clearly state staffs responsibilities and a description of the issue and the task.
- Continue to take further action to meet the national targets for cervical screening and childhood immunisations.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor, who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Ripple Road Medical Centre

Ripple Road Medical Centre is located in Barking, London at:

364-370 Ripple Road

London

IG11 9RS

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the North East Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 9,379. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, West One Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three 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 27% Asian, 47% White, 19% Black, 4% Mixed, and 2% Other.

There is a team of nine GPs, two advanced nurses' practitioners, two practice nurses, a health care assistant and a pharmacist, who mostly work on a sessional basis. The clinical team are supported at the practice by a team of administration staff. The practice manager provided managerial oversight.

The practice is open between 8.30am to 6.30 pm Monday, Wednesday, Thursday and Friday. and 8.30am to 8pm Tuesday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Patients had access to the out of hours service which was open every weekday evening between 6.30pm and 10pm and 12pm and 4pm on Saturdays and Sundays and Bank Holidays. Patients could book an appointment by calling the service directly or the practice or NHS 111. In addition, the extended hours service where appointments were available from 6.30pm and 10pm Monday to Friday and on Saturday 9am to 5pm.