

The Allum Medical Centre

Inspection report

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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 Allum Medical Centre on 22 October 2019 as part of our inspection programme.

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 except for people experiencing poor mental health (including people with dementia) which is rated as outstanding for being provided with effective care.

We found that:

- The practice provided care in a way that kept patients safe and protected from avoidable harm.
- Patients received effective care and treatment that met their needs.

- The practice organised and delivered services to meet patients' needs.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality care.
- Learning from significant events and complaints was not always adequately shared.

The practice **should**:

- Improve the system for sharing learning.
- Continue to work to improve patient satisfaction with access to 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)	Outstanding	

Our inspection team

Our inspection team included a CQC inspector who was supported by a GP specialist advisor and a practice nurse specialist advisor.

Background to The Allum Medical Centre

The Allum Medical Centre is situated within Waltham Forest Clinical Commissioning Group (CCG) in East London and is located in a purpose-built building over three floors, with good transport links and free parking on surrounding roads. The practice is a teaching and training practice and provides services to approximately 15,700 patients under a Primary Medical Services (PMS) contract. It is registered with the Care Quality Commission to carry on the regulated activities of maternity and midwifery services, family planning services, treatment of disease, disorder or injury, surgical procedures and diagnostic and screening procedures.

The practice is rated four out of 10 on the deprivation scale, where one is the most deprived and 10 is the least deprived. Fifty four percent of the practice population report having a long-standing health condition compared to the CCG average of 43%, the practice also has a higher proportion of children aged up to four years at 7.2% compared to the national average of 5.6%.

The practice has three male GP partners and a mix of four male and female salaried GPs and one GP registrar who

complete a total of 56 sessions per week. There is one advanced nurse practitioner, three practice nurses who complete a combined total of 100 hours per week and a health care assistant. There is also a practice manager and a number of reception and administration staff.

The practice is open Monday to Friday from 7am to 6:30pm except for Mondays where it closes at 8pm. Appointment times are as follow:

- Monday 7am to 12pm and 2pm to 7:50pm
- Tuesday 7am to 11:20am and 2pm to 5:40pm
- Wednesday 7am to 11:20am and 2pm to 5:40pm
- Thursday 7am to 12pm and 2pm to 6:20pm
- Friday 7am to 11:40am and 1:30pm to 5:40pm

The locally agreed out of hours provider covers calls made to the practice when it is closed, and the practice is part of the local HUB which provides GP and nurse appointments on weekday evenings and weekends when the practice is closed.