

Boleyn Medical Centre

Inspection report

152 Barking Road
East Ham
London
E6 3BD

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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 responsive to people's needs?

Good



Overall summary

We carried out an announced review of Boleyn Medical Centre on 19 May 2022. Overall, the practice is rated as good.

Responsive - Good

Following our previous inspection on 26 October 2020, the practice was rated good overall and for all key questions, except responsive that was rated as requires improvement.

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

Why we carried out this review

This review was a focused review without undertaking a site visit inspection to follow up on:

- The practice system to manage significant events.
- Below average GP Patient Survey data for patients' satisfaction with caring and responsive services.
- Systems to improve below target or below average clinical performance data for; cancer, chronic obstructive pulmonary disease (COPD), and uptake rates for childhood immunisations.

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 reviews differently.

This review was carried out off site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- 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 and information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall

We found that:

- There were appropriate systems to identify and manage significant events.
- The practice took effective action to improve patient's experiences of caring and responsive services that were reflected

Overall summary

in improved GP Patient Survey data.

- The practice adjusted how it delivered services to meet the needs of patients during the Covid-19 pandemic, including to maintain and improve clinical performance data for; cancer, chronic obstructive pulmonary disease (COPD), and uptake rates for childhood immunisations.

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

- Continue to monitor and improve clinical performance data such as for; cancer and uptake rates for childhood immunisations.

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 inspector who had access to CQC specialist advisors.

Background to Boleyn Medical Centre

Boleyn Medical Centre, also known as Dr MSJ Khan is one of two GP practices based within a modern purpose built building located on a high street in a residential area of East Ham at: 152 Barking Road, East Ham, London, E6 3BD. The practice occupies the ground and second floors of the building and services are provided by Dr Mohammad Samin Jan Khan.

The practice is well served by local public transport services and disabled parking bays are available to the rear of the premises. Parking on the surrounding streets is generally for permit holders only, although there are a number of bays where patients can park for up to two hours.

East Ham is a town in the London Borough of Newham which is to the east of London. The practice is part of Newham Clinical Commissioning Group (CCG) as well as a member of a Primary Care Network (PCN). The practice provides services under a Primary Medical Services (PMS) contract to approximately 12,600 patients.

The practice opening hours are 8am to 6.30pm every day except weekends when it is closed. Appointments are available between 8.30am and 6.30pm, and online triage consultations available to patients that are bookable 24 hours a day via online patient access, or via the practice website. Appointments can be booked for the next working day from 10am online or over the telephone. Pre-Covid 19, the practice operated a walk-in clinic from 8.30am until fully booked for patients who had urgent needs on the day. During Covid-19 the practice changed its appointment system to provide first GP contact via the telephone. Currently, at the time of our inspection, patients can call at 10am or go online to book an appointment. Patients with long term and multiple conditions are asked to book a routine appointment which can be booked up to four weeks in advance. Extended hours services are provided by the Seven Day Access and Extended Hours Schemes. The Seven Day Access Service operates from 6.30pm to 10pm Monday to Friday and 8am to 8pm Saturday and Sunday. The Extended Hour's Service offers evening appointments from Wednesday to Saturday 6.30pm to 9.30pm. Both services are accessible at local surgeries in the area. Out of Hours services are covered by 111 and Newham GP Co-Op.

The clinical staff are a lead GP (male), two salaried GPs (female), three long term locum GPs (male), and a Physician Associate collectively working a total of 46 sessions per week. There are two female Practice Nurses, two female Clinical Pharmacists, four female Healthcare Assistants, a Social Prescriber, and a Pharmacist Technician. Non-clinical staff are a part time Practice Manager working 28 hours per week, a full-time Deputy Manager working 33.5 hours per week, and a team of 18 Reception and Administrative staff working a variety of shift patterns and hours.

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 Information published by Public Health England rates the level of deprivation within the practice population group as three on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The demographic of local population ethnicity identifies as White 21.1%, Mixed race 3.7%, Asian 56.8%, Black 14.5%, and Other race 3.9%.