

# Stratford Health Centre

## Inspection report

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[www.stratfordhealthcentre.co.uk](http://www.stratfordhealthcentre.co.uk)

Date of inspection visit: 22 September 2021  
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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 well-led?		Good	

# Overall summary

We carried out an announced inspection at Stratford Health Centre on 22 September 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 7 December 2017, 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 Stratford Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This was a focused inspection to follow up on concerns that were brought to our attention. We found no evidence to support those concerns during this inspection.

## How we carried out the inspection

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 inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- 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 and
- information from the provider, patients, the public and other organisations.

**We have rated this practice as Good and good for all population groups.**

We found that:

# Overall summary

- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue efforts to improve cancer screening rates and further consider reasons for the cancer detection rate resulting from a two week wait (TWW) referral.

**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

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## 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 Stratford Health Centre

Stratford Health Centre that we visited as part of this inspection is located in Stratford at:

121-123 The Grove, London, E15 1EN

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

The practice is situated within the Newham Clinical Commissioning Group (CCG) Personal Medical Services (PMS) to a patient population of about 7751. This is part of a contract held with NHS England.

The Stratford Health Centre is joined with The Forest Practice at Lord Lister Health Centre, 121 Woodgrange Road, Forest Gate, London E7 0EP. The two practices share clinical leadership and management resources, websites, and capacity for flexible staff working arrangements between the two practices.

The practice is part of the “NW2” wider Primary Care Network (PCN) of five GP practices, including the Forest Practice that collectively have a total patient population of approximately 38,423.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four 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 28.4% Asian, 39.8% White, 22.5% Black, 5.4% Mixed, and 4% Other.

Clinical staff at Stratford Health Centre a team of male and female GPs who collectively provide 15 sessions per week including the Principal GP, with additional capacity available where required; an all female Practice Nursing Team that are two Practice nurses collectively working 11 hours, a Nurse Practitioner working 8 hours, an Advanced Clinical Practitioner available when required and a Healthcare Assistant working 24 hours per week; a female Physician Associate working ten sessions, and a male Lead Physician Associate working four sessions per week.

The practice non-clinical staff are a management team with a General Manager, two Practice Managers, a Duty manager and an Administration Manager that are supported by a team of reception and administration staff working a mixture of part time and full-time hours.

The practice opening times are 8am to 6.30pm Monday to Friday. Pre-bookable extended hours appointments are available on Saturday morning via the PCN at Upton Lane Medical Centre Hub 75-77 Upton Lane, Forest Gate, E7 9PB; and from Monday to Friday 6.30pm to 10pm and

Saturday and Sunday 8am to 8pm via the Newham Out of hours 7 Day Access Service. Out of Hours services are covered by the NHS 111 service.