

Queen Mary Practice

Inspection report

114 High Road
South Woodford
Essex
E18 2QS
Tel: 020 8491 3303
www.queenmarypractice.nhs.uk

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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 

Overall summary

We carried out an announced comprehensive inspection at Queen Mary Practice on 16 May 2017. The overall rating for the practice was overall Good, with the exception of key question 'safe' which was rated as requires improvement. The full comprehensive report on the May 2017 inspection can be found by selecting the 'all reports' link for Queen Mary Practice on our website at www.cqc.org.uk.

This inspection was a focused inspection carried out on 27 July 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 16 May 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice continues to be rated as Good.

Our key findings were as follows:

- Systems and processes designed to minimise risks to patients were effective. The practice had streamlined safeguarding policies which contained information about who to escalate safeguarding concerns to internally and externally.
- There was a revised system for reviewing uncollected prescriptions held at the practice.

- The practice regularly reviewed their performance in terms of providing good clinical outcomes for patients.
- Complaints at the practice were handled in accordance to recognised guidance.
- The practice had identified 62 patients as carers, which is over 1% of the practice list size.
- The practice had reviewed its infection control policy and conducted a comprehensive internal infection control inspection. However, the last audit had taken place more than three months ago, which contradicts the practice infection control policy which states the inspections should be conducted quarterly.
- There was evidence that a recent Legionella risk assessment had been conducted.

There were also areas of practice where the provider should make improvements.

The provider should:

- Review the Infection Prevention and Control Policy in place at the practice to ensure that internal infection control inspections are conducted according to the schedule specified.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

Our inspection team

Our inspection was led by a CQC Lead Inspector. The team included a GP specialist advisor.

Background to Queen Mary Practice

Queen Mary Practice is based in a commercial and residential area of the London Borough of Redbridge. The practice currently has a list size of 4200 patients. The practice is registered with the CQC for the following regulated activities:-

- Diagnostic and Screening Procedures
- Family Planning, Maternity and Midwifery Services
- Surgical Procedures
- Treatment of Disease, Disorder or Injury

The practice population is ethnically diverse with 5.2% of mixed ethnic background, 16.9% Asian, 5.8% black and 1.7% other non-white ethnic groups. The practice is located in an area ranked among the third least deprived in the country.

The practice is a single handed practice run by one female GP. There are two female salaried GPs and one long-term locum GP (male) who also work at the practice. The practice offers 15 GP sessions per week. The practice has a female nurse and two female healthcare assistant who work part time.

The practice is open Monday to Friday between 8:30am to 6:30pm. The practice offers extended hours access between 6.30 pm and 7.30 pm on Mondays via telephone consultation. Patients can book both emergency and routine appointments five days per week.

Queen Mary Practice operates from South Woodford Health Centre, 114 High Road, South Woodford, London, E18 2QS which is a purpose-built health centre which the practice shares with another GP practice and community services including the local midwifery team and a councillor.

The premises are rented from NHS property services who takes responsibility for a number of areas including waste disposal and risk management. All the GP consultation rooms are based on the ground floor. The practice is accessible to those with mobility needs and has car parking facilities which includes two disabled bays. Nearest public transport access to the practice is approximately a one minute walk from the practice.

Practice patients are directed to contact the local out of hours provider when the surgery is closed.

The practice operates under a Personal Medical Services (PMS) contract, and is signed up to a number of local and national enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract). These are: meningitis provision, drug and alcohol shared care services, minor surgery, childhood vaccination and immunisation scheme, extended hours access, GP online incentive, alcohol related risk reduction scheme, diabetes, influenza and pneumococcal immunisations, learning disabilities, rotavirus and shingles immunisation and unplanned admissions.

The clinical services at this practice have been commissioned by Redbridge Clinical Commissioning Group (CCG) and the practice is part of Redbridge GP federation which is comprised of several practices within the CCG working together to deliver services to patients.

Why we carried out this inspection

We undertook a follow up focused inspection of Queen Mary Practice on 27 July 2018. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Are services safe?

At our previous inspection on 16 May 2017, we rated the practice as requires improvement for providing safe services as the arrangements in respect of effective systems to ensure at risk individuals were safeguarded from abuse and systems for reviewing uncollected prescriptions were not adequate.

These arrangements had significantly improved when we undertook a follow up inspection on 27 July 2018. The practice is now rated as good for providing safe services.

Safety systems and processes

There were processes for handling repeat prescriptions which included the review of high risk medicines. The practice had an effective system in place for monitoring uncollected prescriptions. The provider told us that uncollected prescriptions were now reviewed every two weeks by reception staff and any prescription that had not been collected two weeks after the date of issue was passed to the prescribing doctor or duty doctor for review. The practice would attempt contact with the patient to

ascertain why they had not collected the prescription and this contact is documented with the patient's clinical record. Dependant on the outcome of the conversation, the prescription could be held for a further limited period of time for collection. In the event of the practice not being able to make contact with a patient after two attempts (once by telephone and the second by text), the prescribing doctor or duty doctor is informed before the prescription is disposed of and this is action noted on the patient clinical record.

The practice had arrangements in place for safeguarding. The practice had a list on the clinical

system containing the names of patients where safeguarding concerns had been raised and following our last inspection in May 2017, alerts had now been alert placed on individual patient records which flagged safeguarding concerns to those clinicians accessing patient records.

There was a lead member of staff for safeguarding and all the staff we spoke with were aware of the identity of this staff member.