

# Stratford Village Surgery

## Quality 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 service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

The practice is rated good overall and good for providing safe services.

We carried out an announced comprehensive inspection of this practice on 20 April 2016. The overall rating for the practice was good. However, a breach of legal requirements was found during that inspection within the safe domain. After the comprehensive inspection, the practice sent us evidence and actions detailing what they would do to meet the legal requirements. We conducted a focused inspection on 24 May 2017 to check that the provider had followed their plans and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements.

During our previous inspection on 20 April 2016 we found the following area where the practice must improve:

- Implement robust arrangements for child protection.

Our previous report also highlighted the following areas where the practice should improve:

- Undertake quality improvement initiatives to monitor and improve outcomes for patients.
- Ensure all staff are appropriately trained in basic life support.

- Review the system for identifying patients who are carers.
- Consider how to ensure patients with a hearing disability can be communicated with.
- Ensure that its child protection IT system and policy remain up to date and robust.
- Seek to understand and address low GP patient survey results of patients feeling treated with care and concern for both nurses and GPs.
- Engage with patients to understand and address difficulties in making an appointment.
- Look at how it can improve aspects of clinical performance for people experiencing poor mental health.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

During the inspection on 24 May 2017 we found:

- Arrangements for child protection were current and effective.
- The practice had undertaken quality improvement activity including completed audits such as to lower rates of inadequate cervical screening tests and to ensure rapid follow up for patients requiring cancer screening or treatment.

# Summary of findings

- Clinical and non-clinical staff were trained in basic life support.
- Arrangements for identifying patients who are carers and communication for patients with a hearing disability had been reviewed and were appropriate.
- GP patient survey results scores had improved for patients feeling treated with care and concern for nurses and GPs and being able to get an appointment and were comparable to local and national averages.
- 2015-2016 clinical performance data for people experiencing poor mental health showed the practice was performing in line with local and national averages.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**

Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is now rated good for delivering safe services.

At our last inspection on 20 April 2016 we found that most safety systems and processes and monitoring risks to patients were well managed. However, code references to identify protected children on the practice IT system did not correspond with those on the policy. Child protection systems were not aligned or sufficiently robust. We also found non clinical staff had not received annual basic life support training.

At this inspection we found that the practice had implemented actions to ensure that all these issues had been addressed. The practice had updated and aligned its safeguarding children policy and codes to identify vulnerable children effectively and followed up on individual cases appropriately. Clinical and non-clinical staff had received annual basic life support training.

Good



# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

**Families, children and young people**

**Good**



# Stratford Village Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The inspection was undertaken by a CQC Inspector.

## Background to Stratford Village Surgery

The Stratford Village Surgery provides services to approximately 9,000 patients under a Personal Medical Services (PMS) contract.

The practice shares management and human resources teams with two other East London based practices. (i) Leytonstone Medical Centre, 157 Leytonstone Rd, London, E15 1LH and (ii) E12 Health, 1st Floor, The Centre, 30 Church Road, London, E12 6AQ. All three practices operate as part of the First 4 Health Group <http://www.first4healthgroup.co.uk/> and are situated within the NHS Newham Clinical Commissioning Group. They have separate lists of patients and are registered as separate locations with the Care Quality Commission.

The Stratford Village Surgery provides a full range of enhanced services including extended hours, sexual health, and child and travel immunisations including Yellow Fever. The practice 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, and Diagnostic and screening procedures.

The staff team at the practice include three GP partners (one full time female working eight sessions per week, and two male (one working two sessions and the other one session per week), six salaried GPs, (five female, three

working five sessions per week, one working seven sessions per week, and one working two sessions per week, and one male working seven sessions per week), two part time practice nurses one male and one female (one working 30 hours and the other eight hours per week), two female health care assistants (one working 20 hours and the other 15 hours per week), and a team of management, reception and administrative staff all working a mixture of full and part time hours. The practice has developed its IT systems to provide online and digital services for patients including via an app, it is part of a hub of practices providing integrated extended hours access for patients in Newham. The practice offices are mostly paperless.

The practice is located within a converted residential property and has four floors, including a basement area and lift access to upper floors. It is open 8am to 6.30pm Monday to Friday. Appointments are from 9am to 11.50am and 1.00pm to 6.20pm daily. Extended hours are provided on site by the Newham GP Co-op and are available on Monday and Thursday from 6.30 to 8.30pm, and every Saturday from 9am to 1pm. In addition, pre-bookable appointments, home visits, telephone appointments, and urgent appointments are available for people that need them.

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. It has a lower percentage than the national average of people aged above 65 years (6% compared to 17% nationally).

# Detailed findings

## Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 on 23 May 2017 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

## How we carried out this inspection

During our visit we:

- Reviewed practice documentation.

Please note that when referring to information throughout this report relates to the most recent information available to the CQC at that time.

## Are services safe?

### Our findings

The practice is now rated good for delivering safe services.

At our previous inspection on 20 April 2016, information relating to child safeguarding was out of date and child protection systems were not sufficiently robust. Records showed that one child on the child protection register had no update or review of information since November 2013 and another since September 2014, and the IT referencing system to identify children on the protection register

differed from that of the policy. We also found all clinical staff had received annual basic life support training; non-clinical staff had also received this training but not all within the last year.

At this inspection, we found that the practice had implemented actions to ensure that all these issues had been addressed. It had fully updated and aligned its safeguarding children policy and codes to identify vulnerable children effectively and had followed up on individual cases appropriately. Both non-clinical and staff had received annual basic life support training.