

# Valence Medical Centre

## Inspection report


561-563 Valence Avenue  
Dagenham  
Essex  
RM8 3RH  
Tel: 02085929111

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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 caring?

Good 

# Overall summary

We carried out an announced focussed inspection at Valence Medical Centre on 18 February 2019.

At the last inspection in June 2018 we rated the practice as requires improvement for being caring because:

- At the inspection of June 2017, results from the national GP patient survey (01/01/2017 to 31/03/2017) showed the practice was rated below national averages for its satisfaction scores on consultations with GPs and patients felt they were not involved in their treatment and care.
- The more recent National GP patient survey results were unavailable at that time as the data was unpublished. In-house patient survey results found improvements in these areas were still needed.

At this inspection, we found that the provider had satisfactorily addressed these areas.

- The most recent GP patient survey data (01/01/2018 to 31/03/2018) showed results in relation to patient satisfaction scores on consultations with GPs and patients were comparable to local and national averages.

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

- Continue to develop the patient participation group (PPG) and implement methods to utilise the PPG for the purposes of gathering and acting upon patient views about the service.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Professor Steve Field** CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

## Our inspection team

This inspection was undertaken by a CQC inspector.

## Background to Valence Medical Centre

Dr SZ Haider's Practice (provider) provides primary care services to approximately 5600 registered patients in the surrounding areas of Barking and Dagenham. The practice comprises a main surgery Valence Medical Centre, 561-563 Valence Avenue, Dagenham, RM8 3RH and a branch practice, Grosvenor Road Surgery, 1 Grosvenor Road, Dagenham, RM8 1NR, which is

approximately one and a half miles away. The service is provided through a general medical services (GMS) contract. The practice is registered to provide the following regulatory activities: treatment of disease, disorder or injury; family planning; diagnostic and screening procedures and surgical procedures.

The practice is led by three male GP partners, the clinical team also includes three locum GPs (two female and one male). In total the GPs typically provides 30 sessions per week. The practice employs two part-time practice nurses, two administrators, six receptionists and one full-time practice manager. The practice has a multilingual staff team and the GPs could also speak additional languages.

All Management functions are provided from the main surgery; however, all clinical and non-clinical staff work across both sites and patients can attend either site as they wish. The main practice is located in a semi-detached house, which has been converted. The branch surgery is in a smaller house which has also been converted. Both sites have good access for patients with a disability.

The telephone lines at Valence Medical Centre are open from 8.00am to 6.30pm from Monday to Friday. The branch surgery was open from 9am to 6.30pm. Appointments are available from 9am to 11.30am every morning and 4pm to 6.30pm daily. Extended hours appointments were offered on Tuesday and Wednesday at the branch surgery from 6.30pm to 8.00pm. Telephone consultations were available at the end of each clinical session. In addition to pre-bookable

appointments that could be booked up to two weeks in advance, urgent appointments were also available for people that needed them on the day. Out of hours primary care is contracted to a local out of hours care provider. The practice provides patients with information in the practice leaflet and by answerphone about how to access urgent care when the practice is closed.

Information taken from the Public Health England practice age distribution shows the population

distribution of the practice was similar to other practices in the CCG with the exception of having approximately 20% more patients aged 65 years and above. The life expectancy of male patients was 77 years, which was the same as the CCG and lower than the national average of 79 years. The female life expectancy at the practice was 82 years, which is one year more than the CCG average and one year less than the national average of 83 years. Information published by Public Health England rates the level of deprivation within the practice population group as three on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.