

Dr Encarnacion Ruiz-Gutierrez

Inspection report

St Lukes Health Centre
2 St Lukes Square, Canning Town
London
E16 1HT

Tel: 02073666440

Date of inspection visit: 24 January 2020

www.stlukesmedicalcentre-drruizanddrjoarder.co.uk Date of publication: 04/03/2020

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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out a focused inspection at Dr Encarnacion Ruiz-Gutierrez on 24 January 2020. The announced inspection was part of our inspection programme. Following a Care Quality Commission annual regulatory review to check for changes in quality we inspected the key questions effective and well-led. We used information from our previous inspection findings for the key questions safe, caring and responsive. The practice was previously inspected on 1 February 2018 and was rated good overall.

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 overall and good for all population groups.

We found that:

- 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 organised and delivered services to meet patients' needs. 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.

We rated the practice as **good** for providing effective services and good for the population groups because:

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided.
- It ensured that care and treatment was delivered according to evidence-based guidelines.
- The practice understood the needs of its population and tailored services in response to those needs.

We rated the practice as **good** for providing a well led service because:

- There was a clear leadership structure and staff felt supported by management.
- The practice had a number of policies and procedures to govern activity and held regular governance meetings.
- The way the practice was led and managed promoted the delivery of person-centre care.
- The practice proactively sought feedback from staff and patients, which it acted on.

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

- Continue to review and embed arrangements to ensure ongoing and sustainable improvement in clinical care indicators such as childhood immunisations and cervical screening.

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 Care Quality Commission (CQC) lead CQC inspector and included a GP specialist adviser.

Background to Dr Encarnacion Ruiz-Gutierrez

Dr Encarnacion Ruiz-Gutierrez (also known as St. Luke's Medical Centre) is a GP practice located in a residential area of Canning Town in the London Borough of Newham, East London. The practice provides NHS primary medical services through a General Medical Services (GMS) contract to approximately 5,800. It is one of two GP practices and a café situated within St Luke's, a converted church which was built in 1875. Restoration of the building began in 1995, led by a charity formed by local people. The building is fully accessible, and parking is available on surrounding streets. The practice is well served by public transport links.

The clinical staff team are two lead GPs (one female and one male) collectively providing seventeen sessions weekly, one male regular locum GP providing one session, two regular part-time locum female practice nurse working three sessions, and a female healthcare working four full days per week. Non-clinical staff are a full time practice manager working and a team of reception and administrative staff working a variety of full and part time hours.

The practice has a website that contains information about what they do to support their patient population and the in house and online services offered:

The practice's opening hours are 8am to 6.30pm every weekday, and an on site nurse's clinic is held 9am to 1pm on Fridays and Saturdays.

GP appointments are available:

- Monday 8am to 5.50pm.
- Tuesday 9.30am to 3pm - the GP remains on site until 6.30pm doing administration available for a walk in/emergency.

- Wednesday 9am to 6pm.
- Thursday 9am to 4pm the GP remains on site until 6.30pm doing administration available for a walk in/emergency.
- Friday 9am to 6pm.

Appointments include walk in, home visits, telephone consultations and online pre-bookable appointments. Urgent appointments are available for patients who need them. Off-site extended hours appointments are provided by the Primary care Network (PCN) on Saturday 9am to 1pm and Sunday 9am to 2pm. Out of hours services are provided by Newham GP Coop 6.30pm to 8am weekdays and weekends when the practice is closed. In addition, the local Federation provides GP appointments available between 8am and 8pm Monday to Sunday.

Newham's population is one of the most ethnically diverse in London. In 2011, 57% of residents were recorded as being non-white. Of these 22% were Asian, 26% Black and 9% were either of mixed ethnic origin or from another non-white ethnic group. The area has a lower percentage of people over 65 years of age (4.2% compared to 17.4% nationally). Information taken from Public Health England placed the area in which the practice is located in the second most deprived decile (from a possible range of between 1 and 10). In general, people living in more deprived areas tend to have greater need for health services.

Dr Encarnacion Ruiz-Gutierrez is registered with the Care Quality Commission to carry on the regulated activities of Family planning; Diagnostic and screening procedures; Treatment of disease, disorder or injury and Maternity and midwifery services from St Lukes Health Centre, London, Newham, E16 1HT.