

Wood Street Health Centre

Inspection 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 location		Good	
Are services safe?		Good	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive inspection at Wood Street Health Centre on 23 November 2020 to follow up on breaches of regulation identified in a comprehensive inspection in October 2019 where we found :

- The provider did not have systems to ensure that the cold chain was effectively managed. There was insufficient attention paid to ensuring adequate monitoring had taken place before prescribing high risk medicines.
- The practice did not have effective systems to ensure learning was shared with relevant staff members.
- Insufficient attention was paid to mitigating risks in the practice.

The practice was therefore placed in special measures.

This inspection on 23 November 2020 found significant improvements had been made and the practice has demonstrated the capacity to sustain and continue to improve. We are mindful of the impact of COVID-19 pandemic on our regulatory function. We will continue to discharge our regulatory and enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

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 population groups Older people, People with long-term conditions, Families, children and young people, People whose circumstances may make them vulnerable and People experiencing poor mental health (including people with dementia). However we have rated them requires improvement for Working age people (including those recently retired and students) as their smear rates are below national average.

We found that:

- There was a focus on continuous learning and improvement at all levels within the practice. The leaders had engaged an external consultant to review business processes and facilitate engagement with their patients
- Recruitment checks were carried out in accordance with regulation, including locum staff.
- Learning from significant events was shared with all staff members.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm. Risk assessment processes had been updated and were regularly monitored.
- The practice had a programme of quality improvement audits and the ones they had completed demonstrated improvements.
- 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 complaints in relation to access had reduced significantly as the practice had updated its telephone and appointment system. Patients could therefore access care and treatment in a timely way.
- There were clear roles, responsibilities and systems of accountability to support good governance and management.
- Staff demonstrated commitment and engagement with the vision for the service. They were proud to work for the organisation.

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

Overall summary

- Carry out regular clinical team meetings.
- Continue to implement processes to improve their childhood immunisations and cervical smears

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector, who was accompanied by a GP specialist advisor.

Background to Wood Street Health Centre

Wood Street Health Centre is situated within NHS Waltham Forest Clinical Commissioning Group (CCG). The practice provides services to approximately 10,800 patients in the Walthamstow area of East London under a Personal Medical Services (PMS) contract. The provider also has a branch site, known as Forest Medical Centre, which patients can attend for appointments.

The provider – Waltham Forest Community and Family Health Services Limited, is registered with the CQC to carry on the following regulated activities: Diagnostic and screening procedures, Family planning, Maternity and midwifery services and Treatment of disease, disorder or injury.

The clinical team includes one male principal GP, who is supported by a mix of six male and female GPs, who provide a total of 34 clinical sessions a week, six nurses and one trainee nurse, who complete a combined total of 21 sessions per week. There are also two pharmacists, a practice manager and reception manager and a team of reception/administration staff members.

The practice's opening times are 8am to 6:30pm Monday to Friday and 8:30am to 1:30pm on a Saturday. Appointments are held between 8:30am and 12pm and 4pm to 6:30pm daily.

Patients telephoning when the practice is closed are directed to the local out-of-hours service provider. 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 level of deprivation and level ten the lowest. In England, people living in the least deprived areas of the country live around 20 years longer in good health than people in the most deprived areas.