

Harold Wood Polyclinic

Inspection report

Gubbins Lane
Harold Wood
Romford
Essex
RM3 0FE
Tel: 01708792000
www.kingsparksurgery.org.uk &
www.haroldwoodgpwalkin.co.uk/

Date of inspection visit: 11 November to 11
November 2019
Date of publication: 13/12/2019

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?

Requires improvement 

Overall summary

We carried out an announced comprehensive inspection at Harold Wood Polyclinic on 11 November 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us.

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, with the exception of well-led which we rated as requires improvement.

We rated the practice as **requires improvement** for providing well-led services because:

- The service did not always have clear and effective processes for managing risks, issues and performance. For example, oversight of clinical practice of the advanced nurse/medical practitioners and the system for the storage of vaccines.

We rated the practice as **good** for providing safe, effective, caring and responsive services, and for all the population groups because:

- The service's systems and process for safeguarding 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 ensured staff had completed the necessary training for their role.
- The service had the necessary information to deliver safe care.

The areas where the provider **must** make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

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

- Continue to ensure childhood immunisations rates meet World Health Organisation (WHO) targets.

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

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)	Good	
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. The team included a GP specialist advisor, a practice nurse specialist advisor and a second CQC inspector.

Background to Harold Wood Polyclinic

The provider, Hurley Clinic Partnership, is registered with the CQC to provide the regulated activities of treatment of disease disorder and injury, surgical procedures, family planning, diagnostic and screening procedures and maternity and midwifery services at Harold Wood Polyclinic.

Harold Wood Polyclinic incorporates:

- Kings park surgery, Harold Wood Polyclinic walk-in centre and Harold Wood phlebotomy service located at:

Gubbins Lane
Harold Wood
Romford
Essex
RM3 0FE

- South Hornchurch walk-in centre and South Hornchurch Post-operative care located at:

South Hornchurch Health Centre
106 Southend Road
Rainham
RM13 7XJ

Kings park surgery is an NHS GP service and is open from 8am to 6:30pm Monday to Friday, and Saturdays 9am to 1pm. Approximately 8,200 patients are registered at the practice. The practice will take patients from outside of the borough it is located in.

Harold Wood Polyclinic is a walk-in centre which is open to anyone in the local boroughs. There are no pre-booked appointments and patients can walk-in for diagnosis and treatment. The walk-in centre sees patients with a minor illness or injury. Both GPs and advanced medical practitioners work in this service. The walk-in centre is open from 8am to 8pm seven days per week.

Harold Wood phlebotomy service offers patient blood tests and patients are referred by their GP or a secondary care service. The service is open from 8am to 12.30pm Monday to Friday.

South Hornchurch walk-in centre is led by advanced nurse/medical practitioners and is open to anyone in the local boroughs. There are no pre-booked appointments and patients can walk-in for diagnosis and treatment. The walk-in centre sees patients with a minor illness. The service is open Monday to Friday from 10am to 2pm and from 3pm to 7pm, and Saturday and Sunday from 10am to 2pm.

South Hornchurch post-operative care is a nurse led service which patients are referred to from secondary care or their GP, and offers post-operative care such as wound dressings. The service is open Monday to Thursday and alternate Fridays from 10am to 2pm and from 3pm to 7pm.

All the services are staffed by a senior and local management team who support both permanent and bank clinicians and a team of administration/reception staff. Some staff may work across the services.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or inju	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met:</p> <p>The service did not always have clear and effective processes for managing risks, issues and performance. In particular:</p> <ul style="list-style-type: none">• Oversight of clinical practice of the advanced nurse/ medical practitioners.• The system for the storage of vaccines. <p>These matters are in breach of regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</p>