

Newham Medical 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?

Good 

Are services well-led?

Good 

Overall summary

This practice is rated as Good overall.

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

As part of our inspection process, we also look at the quality of care for specific population groups. The population groups are rated as:

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

We carried out an announced comprehensive inspection at Newham Medical Centre on 21 January 2019 as part of our inspection programme.

At this inspection we found:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- 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.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

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

- Review and improve systems for maintaining PGDs documentation. (PGDs are written instructions for the supply or administration of medicines to groups of patients who may not be individually identified before presentation for treatment).
- Continue to review and improve performance for people with long term conditions, cancer, and childhood immunisations and below average GP Patient survey indicators for patients feeling involved in their care.
- Review and improve leadership contingency arrangements for the event of unplanned absence or leaving of a GP partner.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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 adviser, and a practice manager specialist adviser.

Background to Newham Medical Centre

Newham Medical Centre is located in Newham, East London. The practice has a patient list of approximately 9,400. Newham Medical Centre is located in Newham, East London. The practice has a patient list of approximately 9400. Twenty-nine percent of patients are aged under 18 (compared to the national practice average of 21%) and 6% are 65 or older (compared to the national practice average of 17%).

The services provided by the practice include child development 6 week check, ante and post-natal care, immunisations, sexual health and contraception advice and management of long term conditions.

The staff team comprises one male senior GP (8 sessions per week), one male GP (8 sessions per week), long term locum GP's - male locum GP (8 sessions per week), male locum GP (8 sessions per week), female locum GP (7 sessions per week), female long term GP locum (1 session per week), three practice nurses (two female, one male), health care assistant (female), interim manager, practice manager and administrative/reception staff.

The practice holds a Personal Medical Service (PMS) contract with NHS England. This is a locally agreed

alternative to the standard General Medical Service (GMS) contract used when services are agreed locally with a practice which may include additional services beyond the standard contract.

The practice's opening hours are:

- Monday to Friday: 8am to 7pm (except Thursdays 7.30am to 4pm).

Appointments are available at the following times:

- Monday to Friday: 8.30am to 1pm and variable from 2.30pm to 6.30pm (except Thursdays 8am to 12pm and 12.30pm to 3.30pm).

Extended hours opening is not provided at the practice but all patients can be seen via the extended hours HUB service from 8am to 8pm Monday to Sunday.

Outside of these times, cover is provided by the local GP Co-operative out of hours provider.

The practice is registered to provide the following regulated activities which we inspected: Treatment of disease, disorder or injury, diagnostic and screening procedures and maternity and midwifery services.