

Western Road Medical Centre

Inspection report

99 Western Road
Romford
Essex
RM1 3LS
Tel: **01708 775300**
www.westernroad.co.uk

Date of inspection visit: 11 June to 11 June 2019
Date of publication: 05/07/2019

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 

Overall summary

We carried out an announced comprehensive inspection at Western Road Medical Centre on the 17 February 2019. At this inspection we rated the practice as good overall and for the key questions of effective, caring, responsive and well-led with the exception of safe, which we rated requires improvement. The full comprehensive report on the inspection can be found by selecting the 'all reports' link for Western Road Medical Centre on our website at www.cqc.org.uk.

We carried out an announced focused inspection at Western Road Medical Centre on the 11 June. This inspection was carried out to review the actions taken by the practice to improve the quality of care and to confirm whether the practice was providing a safe service and was now meeting legal requirements.

The overall rating for the service is Good.

The key questions are rated as:

Are services safe? Good

At this inspection, we found:

- The practice had put into place a system that provided an overall view to enable the provider to monitor staff training. Staff had completed the necessary training.
- The practice had implemented a system to ensure clinical and non-clinical staff had the appropriate immunisations.
- The practice had reviewed the recruitment procedure to ensure that all the correct documentation was obtained prior to a member of staff commencing work.

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

The inspection was carried by a CQC lead inspector

Background to Western Road Medical Centre

Western Road Medical Centre is located at:

99 Western Road

Romford

Essex

RM1 3LS

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice has a contract with the Havering Clinical Commissioning Group (CCG). The practice provides personal medical services for 17,093 (8,313 male, 8,780 female) patients.

The practice has seven partners, (five male and two female) and two salaried GPs. There are two advanced nurse practitioners and two practice nurses. There is a practice manager who is supported by a management team of three and an extensive administrative team. The practice is a GP training practice and had could train up to four GP registrars at a time.

The practice is open Monday to Friday between 8am to 6.30pm. When the practice is closed, out of hours cover for emergencies is provided by Havering GP Federation and NHS 111 services. The practice part of the wider network of GP practices in Havering.

The practice catchment area is classed as being within one of the least deprived areas in England. The practice scored seventh on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

National General Practice Profile describes the practice ethnicity as being 86.6% white British, 6.6% Asian, 4.1% black, and 2.3% mixed and 0.8% other non-white ethnicities.

The practice demographics show a slightly higher than average percentage of people in the 65+ year age group. Average life expectancy is 80 years for men and 84 years for women compared to the national average of 79 and 83 years respectively. The general practice profile shows that 47% of patients registered at the practice have a long-standing health condition, compared to 52% nationally.