

Churchill Medical Centre

Inspection report

1 Churchill Terrace
Chingford
London
E4 8DA
Tel: 02084307020
www.churchillmedical.nhs.uk

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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 

Overall summary

We carried out a focussed inspection of this service on 4 March 2020 following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change in the quality of care provided since the last inspection.

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 from avoidable harm.

- Patients received effective care and treatment that met their needs.
- The practice organised and delivered services to meet patients' needs.
- The way the practice was led and managed promoted the delivery of high-quality care.

The practice **should**:

- Continue to work to improve uptake of childhood immunisations and cervical cytology.
- Review the system for sharing learning from significant events.
- Review the requirements for staff immunity checks.

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) | Good |  |
| People whose circumstances may make them vulnerable | Good |  |
| People experiencing poor mental health (including people with dementia) | Good |  |

Our inspection team

The inspection team included a lead CQC inspector who was supported by a GP specialist advisor.

Background to Churchill Medical Centre

Churchill Medical Centre operates one GP service across two sites. The location site address we visited as part of our inspection is 1 Churchill Terrace, Chingford, London, E4 8DG, which is a purpose-built building. The branch site operates from Chingway Medical Centre, 7 Ching Way, London E4 8YD. The practice is a part of Waltham Forest Clinical Commissioning Group (CCG) in East London.

The practice is a training practice for medical students, trainee nurses, nurses in GP training and doctors in GP training and provides services to approximately 13,600 patients under a Primary Medical Services (PMS) contract.

The practice is registered with the Care Quality Commission to carry on the regulated activities of maternity and midwifery services, treatment of disease, disorder or injury, surgical procedures, family planning and diagnostic and screening procedures.

The practice is rated four out of 10 on the deprivation scale, where one is the most deprived and 10 is the least deprived. The practice has an older population than the CCG average, with 16% of patients being aged over 65 years compared to the CCG average of 10%. Fifty-one percent of patient's report being in paid work or full-time education compared to the CCG average of 68% and the national average of 63%.

The practice has three female and six male GP partners as well as two salaried GPs and registrars, who provide a combined total of 86 sessions per week. There are also two advanced nurse practitioners who complete a total of 10 sessions per week and three practice nurses who complete a total of 20 sessions per week. The practice also has two health care assistants, a clinical pharmacist, a practice manager, an assistant practice manager and a team of 28 reception and administration staff members.

The Practice is open Monday to Friday from 8am to 6:30pm, except for Mondays (Chingway) and Thursdays (Churchill) when it closes at 8pm. Appointment times are as follows:

- Monday 9am to 11:40pm and 2:30pm to 7:20pm
- Tuesday 8:30am to 11:10am and 2:30pm to 5:30pm
- Wednesday 8:30am to 11:10am and 2:30pm to 5:30pm
- Thursday 9am to 11:40am and 2:30pm to 7:20pm
- Friday 8:30am to 11:10am and 3pm to 5:40pm

The locally agreed out of hours provider covers calls made to the practice when it is closed, and it is part of the local HUB which provides GP and nurse appointments on weekday evenings and weekends when the practice is closed.