

Drs Sanomi and Olajide

Inspection report

Rush Green Medical Centre
261 Dagenham Road
Romford
RM7 0XR
Tel: 01708728261

Date of inspection visit: 9 December 2021
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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



Overall summary

We carried out an unannounced inspection at Drs Sanomi and Olajide on 9 December 2021. This inspection was focused on the management of access to appointments.

The practice remains rated as good overall.

The full reports for previous inspections can be found by selecting the 'all reports' link for Drs Sanomi and Olajide on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was undertaken in response to data and information we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

This inspection included a site visit. The lead inspector spoke with staff on site.

Interviews were carried out with the deputy practice manager and GP partner in person, we also spoke with the practice manager via telephone.

We found that:

- People were able to access appointments in a timely way
- The practice offered a range of appointment types
- Patients with the most urgent needs had their treatment prioritised
- There were systems in place to support people who face communication barriers to access treatment
- There were systems in place to monitor access to appointments and make improvements

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit.

Background to Drs Sanomi and Olajide

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Havering Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 4,500.

The practice operates from Rush Green Medical Centre, which is a purpose-built health centre located in Romford, East London. The practice is well served by local buses and is just over one mile away from Romford Railway Station. Patients have access to free on-site car parking. The practice has a website: www.rgmcdrsanomi.co.uk

The clinical team at the practice consists of two male GP partners and one male salaried GP, a female practice nurse and female healthcare assistant. There is also, a pharmacist, a practice and deputy practice manager who are supported by a team of reception and administration staff members.

The practice is open Monday to Friday 8.30am to 6.30pm. The practice has an extended hours service on Monday, Thursday and Friday which operates from 6.30pm-7.30pm. Patients can also be seen at a hub practice commissioned by the CCG for a pre-booked appointment from 6.30pm to 10pm on weekdays and from 12 noon to 6pm on weekends and bank holidays.

The practice answers telephone calls between 8am and 6:30pm each day, patients telephoning the practice when it is closed are directed to the locally agreed out of hours provider.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, where possible GP appointments were telephone consultations. However, if the patient requests a face to face appointment then this is provided.

Information published by Public Health England rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels 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. The National General Practice Profile describes the practice ethnicity as being 77.4% white, 7.3% Asian, 11.4% black, 3.2% mixed race, and 0.7% other ethnicities.