

# Victoria Medical Centre

## Inspection report

1 Queens Road  
Barking  
IG11 8GD  
Tel:

Date of inspection visit: 3 to 16 August 2022  
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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 to people's needs?		Good	
Are services well-led?		Good	

# Overall summary

We carried out an announced comprehensive at Victoria Medical Centre between the 3 -16 August 2022. Overall, the practice is rated as good.

Safe - good,

Effective - good,

Caring - good,

Responsive - good,

Well-led – good.

## Why we carried out this inspection

This is the first comprehensive inspection of the Victoria Medical following the registration of the new provider.

## How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included

- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site visit.

## Our findings

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.
- Information from the provider, patients, the public and other organisations.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had system in place to ensure the safe management of infectious diseases.
- 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.
- Patients' needs were assessed, and care and treatment was delivered in line with current legislation.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice learned and made improvements when things went wrong.

# Overall summary

- The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.

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

- Continue to improve the uptake of childhood immunisations and cervical screening.
- Continue to improve on the consistency of patient medical reviews.
- Continue to improve on the monitoring of high-risk medicines.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services.

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a practice nurse specialist adviser, who spoke with staff and completed clinical searches and record reviews.

## Background to Victoria Medical Centre

Victoria Medical Centre is located at:

1 Queens Road

Barking

London

IG11 8GD

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

The practice is situated within the North East Integrated Care System (ICS) and delivers primary medical services to a population of about 5,260 registered patients.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 40% Asian, 35% White, 23% Black, and 4% Mixed.

There is a team of four part-time GPs. The practice has a team of two practice nurses and a health care assistant. The clinicians are supported at the practice by a practice manager and a team of reception/administration staff.