

Shrewsbury Road Surgery

Inspection report

Shrewsbury Road
Forest Gate
London
E7 8QP

Tel: 02085865124

www.shrewsburyroadsurgery.co.uk

Date of inspection visit: 16 January 2024

Date of publication: 27/02/2024

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 responsive to people's needs?

Good



Overall summary

We carried out a targeted assessment of Shrewsbury Road Surgery in relation to the responsive key question. This assessment was carried out on 16 January 2024 without a site visit. We rated the key question of responsive as Good.

As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain Good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

The full reports for previous inspections can be found by selecting the 'all reports' link for Shrewsbury Road Surgery on our website at www.cqc.org.uk

Why we carried out this assessment

This inspection was a targeted assessment of the key question of responsive.

How we carried out the assessment

This inspection was carried remotely. This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.
- Speaking to members of the Patient Participation Group (PPG).

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried the assessment
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- National GP patient survey results relating to access were below national averages for questions about how easy it was to contact the practice and satisfaction with the appointments offered. We saw evidence that the provider had systems in place to monitor patient feedback and identify areas for improvement. Improvement plans were implemented in response to these activities, and there had been an upward trend in satisfaction rates for all indicators since 2021.

Overall summary

- Challenges identified by the provider included a large increase in the patient list size, which was due to a growth in the local population and more recently the closure of two local GP practices. In response to the increased patient demand the provider recruited more staff, rented two extra clinical rooms, and introduced additional appointments on Saturday with the practice nursing team.
- Complaints were satisfactorily handled in a timely manner.

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

- Continue to identify ways of improving patient satisfaction in relation to phone access and appointments.

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 Health Care

Our inspection team

Our assessment was led by a CQC lead inspector who spoke with staff using video conferencing facilities and reviewed all other sources of information that we have used to form our judgement of the responsive key question.

Background to Shrewsbury Road Surgery

Shrewsbury Road Surgery is located at Forest Gate, London, E7 8QP.

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 NHS North East London Integrated Care Board (ICB) and delivers Personal Medical Services (PMS) to a patient population of about 17,000. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fourth decile (4 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 64% Asian, 17% White, 11% Black, 3% Mixed, and 5% Other.

The practice is open from 8 am to 6.30 pm Monday to Friday and 8.30 am to 12.30 pm on a Saturday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

The practice provides extended access including late evening and weekend appointments.