

# St James Medical Practice Limited

## Inspection report

St James Health Centre  
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London  
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Date of inspection visit: 8 January 2020  
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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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an inspection of this service on 8 January 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 to 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.
- Patients could access appointments in a timely way.
- 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 their process for informing patients how their medical records are stored.
- Monitor and review the new systems for sharing learning from significant events and complaints, ensuring that processes are embedded into practise.
- Review recruitment processes in particular the system to obtain references.
- Review the process for managing the outcomes of health and safety risk assessments.
- Continue to work to improve patient satisfaction with services provided.

## Population group ratings

|  |   |
|--|---|
| <b>Older people</b>  | <b>Good</b>  |
| <b>People with long-term conditions</b>  | <b>Good</b>  |
| <b>Families, children and young people</b>                                     | <b>Good</b>  |
| <b>Working age people (including those recently retired and students)</b>      | <b>Good</b>  |
| <b>People whose circumstances may make them vulnerable</b>                     | <b>Good</b>  |
| <b>People experiencing poor mental health (including people with dementia)</b> | <b>Good</b>  |

## Our inspection team

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

## Background to St James Medical Practice Limited

St James Medical Practice Limited is situated within Waltham Forest Clinical Commissioning Group (CCG) in East London and is located in a purpose-built health centre which also houses community services such as phlebotomy and midwife services. There are good transport links, onsite disabled parking and pay and display parking on surrounding roads.

The practice provides services to approximately 15,800 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 and diagnostic and screening procedures.

The practice is rated three out of 10 on the deprivation scale, where one is the most deprived and 10 is the least deprived. The practice has a younger population than the local and national averages with 6% of patients being aged over 65, compared to the local average of 10% and the national average of 17%. Seventy-three per cent of patients are in paid work or full-time education compared to the local average of 68% and the national average of 63%.

The practice has one male and one female partner who are supported by 10 GPs who complete a combined total of 38 sessions per week and a practice nurse who completes a total of 10 sessions per week. The practice also has two health care assistants, two practice-based pharmacists, two physicians associates and one paramedic. There is a practice manager, clinical services manager, reception manager and human resources manager, who are all supported by a team of reception and administration staff members.

The practice is open Monday to Friday from 8am to 6:30pm, phone lines are answered from 8am and appointment times are Monday to Friday 8am to 12:50pm and 2pm to 6:20pm.

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.