

# The Manor Park Practice

## Inspection report

778 Romford Road  
Manor Park  
London  
E12 5JG  
Tel: 0208 478 0533  
[www.themanorparkpractice.nhs.uk](http://www.themanorparkpractice.nhs.uk)

Date of inspection visit: 2 September 2019  
Date of publication: 18/09/2019

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 effective?

Good 

Are services well-led?

Good 

# Overall summary

We decided to undertake an inspection of this service on 2 September 2019. This inspection looked at the following key questions; are services effective and are services well-led.

The practice was previously inspected in August 2016 and was rated as good overall.

Our judgement of the quality of care at this service is based 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 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:

- Patients received effective care and treatment that met their needs.
- Systems and processes underpinned patients safe care and treatment and protected them from avoidable harm.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care but some systems needed to be reviewed.

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

- Review and improve systems and processes to ensure good governance in accordance with the fundamental standards of care.

**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

<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

Our inspection team was led by a Care Quality Commission (CQC) lead CQC inspector and included a GP specialist adviser and a Practice Manager specialist adviser.

## Background to The Manor Park Practice

The practice is located on the Romford road in Manor Park, London E12 in the London Borough of Newham. The practice provides NHS primary medical services to approximately 4850 patients through a Personal Medical Services contract (a locally agreed alternative to the standard GMS contract used when services are agreed locally with a practice which may include additional services beyond the standard contract).

The premises have step free access with an accessible toilet and a parking space for disabled patients; and are located on a busy high road well served by local buses and Manor Park overground station.

The staff team includes two male GP partners collectively providing ten sessions per week, two regular male Locum GPs providing four sessions, two Practice Nurses (one male and one female) collectively working 32 hours per week. An additional female practice nurse was recruited with a start date in September 2019 to provide 20 hours additional nursing time. In addition, there is one female Health Care Assistant working eight hours per week who also summarises records on additional flexible time up to ten hours per week and a pharmacist working 14 hours per week. Non-clinical staff included a Practice Manager

working 12 hours over two days per week, a trainee Practice Manager working 25 hours per week, and a team of administration and reception staff working a variety of part time hours.

The practice is open from:

- Monday: 8:00am – 6:30pm
- Tuesday: 8:00am – 6:30pm
- Wednesday: 8:00am – 6:30pm
- Thursday: 8:00am – 6:30pm
- Friday: 8:00am – 6:30pm

The practice provides telephone consultations and home visits. The practice offers extended hours to its patients via its Primary Care Network (PCN) at other local practices (Hubs) as part of the agreement. Out of hours services and weekends are covered by the Newham GP Cooperative.

The provider is registered with the Care Quality Commission (CQC) to carry on the regulated activities of maternity and midwifery services, treatment of disease, disorder or injury, and diagnostic and screening procedures.

The Information published by Public Health England rates the level of deprivation within the practice population group as two on a scale of one to ten. Level

one represents the highest levels of deprivation and level ten the lowest. The demographic of local population ethnicity identifies as White 18.6%, Mixed race 4%, Asian 55%, Black 19%, and Other race 3.5%. The practice area

has a higher percentage than national average of people whose working status is unemployed (8.4% compared to 4.4% nationally), and a lower percentage of people over 65 years of age (4.7% compared to 17.3% nationally).