

Queensbridge Group Practice

Inspection report

24 Holly Street

London

E8 3XP

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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 effective?

Good



Are services well-led?

Good



Overall summary

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

Are services Effective?

Are services Well-led?

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.

At our previous inspection on 16 April 2016, we found some areas where the practice should make improvements:

- Ensure that any action from the legionella assessment that is due to be carried out in July 2016 are completed.
- Ensure all non-clinical staff undertake basic life support training.
- Ensure staff appraisals are undertaken.

At this inspection we found:

- The practice had undertaken a legionella assessment in May 2019, which identified some areas in need of action. During our inspection we found the practice had carried

out most works with the exception of: starting monthly water temperature monitoring; and legionella awareness training. At the time of our inspection the practice had scheduled the necessary training for November 2019 and thereafter was to commence monthly water temperature monitoring.

- All non-clinical staff had received training in basic life support.
- All staff who needed one had received an appraisal within the last 12 months.
- Patients received effective care and treatment that met their needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The areas where the provider **should** make improvements are:

- Continue to work to complete all actions identified in its recent Legionella risk assessment report.
- Review and continue to work to improve levels of uptake for childhood immunisations and cervical screening for the benefit of those population groups.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

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

Background to Queensbridge Group Practice

Queensbridge Group Practice is located at 24 Holly Street, Hackney, London, E8 3XP. The surgery has good transport links and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the Regulated Activities: Surgical procedures, Treatment of disease, disorder or injury, Diagnostic and screening procedures, Family planning and Maternity and midwifery services.

Queensbridge Group Practice is part of the NHS City and Hackney Clinical Commissioning Group (CCG) and provides services to approximately 10,000 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The clinical team at the practice includes four female and one male part-time GP partners, three female and one male part-time salaried GPs, two female part-time locum GPs and three doctors in training. Between them the GPs

provide 65 clinical sessions per week (a whole time equivalent of just over 8 GPs). The clinical team is completed by three female practice nurses (one full-time and two part-time) and a female full-time Healthcare Assistant.

The non-clinical staff consist of a full-time practice manager, a full-time clinical co-ordinator, a full-time senior receptionist and seven administrative and reception staff (who work a mixture of full-time and part time-hours).

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. Forty-six percent of older people are affected by income deprivation compared to a local average of 42% and a national average of 20%.