

Dr Girija Kugapala

Inspection report

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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

This practice is rated as **Good overall**.

We carried out an announced focused inspection at Dr Girja Kugapala (Also known as the E12 Medical Centre) on 14 March 2019 as part of our inspection programme.

At this inspection we found:

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

We rated the practice as **good** for providing effective and well-led services:

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.
- A new document management had been implemented for paper correspondence but needed better monitoring to ensure it was operating effectively.

We saw one area of notable practice:

- The practice had dedicated staff to recall patients who did not attend for appointments for breast and bowel cancer screening and long-term conditions such as diabetes. The practice placed a very high priority on these calls and it was evidenced in the above average Quality Outcomes Framework (QOF) scores and in the levels of uptake of cancer screening and child immunisations.

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

- Continue to embed and evaluate arrangements for incoming paper correspondence, such as patient's clinical correspondence.
- Review and improve information in the reception area for patients speaking English as a second language.

Dr Rosie Benneyworth BS BM 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 and included a GP specialist adviser.

Background to Dr Girija Kugapala

Dr Girija Kugapala's practice, also known as the E12 Medical Centre, is situated in a single storey building which is owned by Newham Council and is under lease.

The practice provides NHS primary medical services to approximately 4520 patients in Manor Park, London Borough of Newham, 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 WC and has parking space for disabled patients. It's located on a busy high road and is well served by local buses and East Ham underground station.

The practice staff includes a principle GP (Female) providing 4 sessions, a salaried GP (Male) providing eight sessions, Locum GP (Female) providing one session, Practice nurse (Female) providing two sessions, and two Health Care Assistants (Female) providing seven sessions

and four sessions respectively. The practice manager works fourteen hours per week over two days and there are five administration and reception staff working a variety of part time hours.

The practice is open from 8.00am to 6.30pm on Mondays to Fridays; extended hours are provided on Mondays 6.30pm to 8.00pm and 7.30am to 8.00am on Wednesdays and Thursdays. The practice also provides telephone consultations and home visits, the home visits are carried out before morning surgery, between morning and evening surgery and after evening surgery. Out of hours services and weekends are covered by the Newham GP Cooperative.

The most recent published data from Public Health England shows the practice local ethnicity demographic is 19.7% White, 3.2% Mixed, 62.5% Asian, 11.2% Black, and 3.4% Other ethnicity.⁷ The practice is registered with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder and injury, family planning maternity and midwifery services and surgical procedures.