

# The New Medical Centre

## Inspection report

264 Brentwood Road  
Romford  
Essex  
RM2 5SU  
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Date of inspection visit: 3 March 2019 to 3 March 2019  
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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 responsive?

Good 

# Overall summary

We carried out an announced focused inspection at The New Medical Centre on 3 April 2019.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 4 October 2017. Where the practice was found Good overall and for the domains, safe, effective, caring, well led and for all of the population groups. With the exception of responsive where it was found to require improvement.

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,
- information from the provider, patients, the public and other organisations.

**We have rated this practice as good for providing a good service for all of the population groups in responsive and responsive overall. This is because: -**

- The practice has complied with the breaches of regulation found during the inspection of 4 October 2017.
- The practice has taken steps to review the GP patient survey and respond to its findings. It has made changes to the service to ensure that patients access to service improved.
- The practice now monitored and responded to NHS Choices comments.

**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

<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 was carried out by a CQC inspector.

## Background to The New Medical Centre

The GP practice is located at:-

264 Brentwood Road

Romford

Essex

RM2 5SU

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice has a primary medical service contract with the Havering Clinical Commissioning Group (CCG) and NHS England to provide primary medical services for 9,822 (4,777 male, 5,045 female) patients.

Care and treatment is delivered by three partner GPs (two female and one male). There are two practice nurses (female) and an advanced nurse independent prescriber (female) and a healthcare practitioner (female). A practice manager who is supported by an administrative and reception team.

The practice reception is open: -

Monday, Thursday and Friday 8am to 6.30pm.

Tuesday and Wednesday 8am to 7.30pm

Appointments are available: -

Monday 8.30am and 1pm and 3.30pm to 5.30pm

Tuesday 8.30am and 1pm and 3.30pm to 6pm

Wednesdays 8.30am and 1pm and 6.30pm to 8pm

Thursday 8.30am and 1pm and closed.

Friday 8.30am and 1pm and 4pm to 6pm

Practice nurses are available: -

Monday 8.30am to 6.30pm

Tuesday 8.30am to 6pm

Wednesday 9am to 7.30pm

Thursday 8am to 6pm

Friday 8am to 5pm

The practice is part of the GP hub that offers out of hours appointments between 6pm and 10pm on week days and between 8am to 8pm on weekends. Patients are also advised to use the emergency services for example 111 when the GP hub is closed.

The practice catchment area is classed as being within one of the least deprived areas. The practice scored nine the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

Average life expectancy is slightly higher than the national average for both men and women. National General Practice Profile describes the practice ethnicity as being 88% white British, 6% Asian, 2% black, and 2% mixed and

0.7% other non-white ethnicities. The area has 44% of patients with longstanding health conditions which is slightly lower than the local care commissioning group average of 48%.