

Five Elms Medical Practice

Inspection report

Five Elms Road
Dagenham
Essex
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Date of inspection visit: 25 February 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

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Five Elms Medical Practice on 6 November 2019 as part of our inspection programme.

The inspection looked at the five key questions of Safe, Effective, Caring, Responsive and Well-Led. Following the November 2019 inspection, we rated the provider as requires improvement overall. The key questions of Caring, Responsive and Well-Led were rated requires improvement, key question Safe as good and key question Effective as inadequate.

The inspection report for the November 2019 inspection can be found by selecting the 'all reports' link for Five Elms Medical Practice on our website at <https://www.cqc.org.uk/location/1-572070226/reports>.

We issued a warning notice for breaches of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Safe Care and Treatment. This inspection was an announced focused inspection undertaken on 25 February 2020 to confirm the practice had carried out their plan to meet the legal requirements in relation to the breaches identified within the warning notice.

At this inspection we found:

- Policies, procedures and/or protocol had been reviewed and amended to show that staff had the skills, knowledge and experience to deliver effective care, support and treatment.

As per our published inspection methodology, a further full comprehensive inspection visit will be carried out within six months of the publication of the November 2019 inspection report, to monitor the work the practice has started to produce the required improvements to the service.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief inspector of Primary Medical Services and Integrated Care

Our inspection team

The inspection team was led by a CQC inspector. The team included a GP specialist advisor.

Background to Five Elms Medical Practice

Five Elms Medical Practice is a single location practice providing GP primary care services to approximately 4,000 people living in Dagenham in the London Borough of Barking and Dagenham. The practice has a General Medical Services (GMS) contract. A GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

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 very highest levels of deprivation and level ten the lowest.

This information also shows that Income Deprivation Affecting Older People is 30% which is comparable to the clinical commissioning group (CCG) average of 28% but significantly higher than the national average of 16%. Income Deprivation Affecting Children is 32% which is comparable to the CCG average of 32% and above the national average of 20%. The proportion of patients on the register aged 65 or over is significantly higher than the CCG average. Data from Public Health England shows that 28% of the practice population falls into this age group compared to the CCG average of 14%.

The practice is located in a purpose-built health centre which is shared with a dental practice and a team of health visitors. The practice shares reception and waiting areas with these services.

There are two male full time GPs and three part-time locum GPs. The GPs provide a combined average of 17 GP sessions per week. The practice has a practice nurse who provide six sessions

sessions per week. There is a full-time practice manager and five staff who share reception and administration duties.

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 and maternity and midwifery services.

The practice opening hours are:-

- 8am - 7:30pm (Monday, Wednesday)
- 8am - 6:30pm (Tuesday, Thursday, Friday)

Appointment times are:-

- 08:30am - 7:15pm (Monday)
- 08:30am – 2:30pm; 3:30pm – 6:00pm (Tuesday)
- 08:30am – 13:30pm; 14:00pm – 19:15pm (Wednesday)
- 08:30am – 11:30am (Thursday)
- 08:30am – 13:30pm; 14:00pm – 18:00pm (Friday)

Patients who are unable to make an appointment at the practice can make appointments at a local hub where same day GP appointments are available every weekday evening between 6.30pm and 10:00pm, and 8:00am and 8:00pm on weekends. These appointments are available to everyone registered with a GP in Barking and Dagenham.

The practice does not open at weekends. Patients are directed to the OOH provider for Barking & Dagenham CCG. The details of the out of hours service are communicated in a recorded message accessed by calling the practice when it is closed and details can also be found on the practice website.