

# Orient Practice

## Inspection report

Oliver Road Polyclinic  
75 Oliver Road  
London  
E10 5LG  
Tel: 020 3405 6840

Date of inspection visit: 13 August 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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at the Orient Practice on 13 August 2019 as part of our inspection programme.

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:

- The practice provided care in a way that kept patients safe and protected from avoidable harm.
- Patients received effective care and treatment that met their needs.
- The practice organised and delivered services to meet patients' needs.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality care.

**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

Our inspection team was led by a CQC lead inspector, who was supported by a GP specialist advisor and a practice nurse specialist advisor.

## Background to Orient Practice

The Orient Practice is managed by the Hurley Clinic Partnership and is located in a purpose-built building with one other practice and other community services within a residential area of Waltham Forest. The practice is a part of Waltham Forest Clinical Commissioning Group (CCG).

There are approximately 7,900 patients registered with the practice, 1% of which are aged over 65. Eighty percent of the practice population is in paid work or full-time education, which is higher than the CCG average of 69% and the national average of 62%. The practice has a large number of patients of eastern European decent and 38% of patients do not have English as a first language and require an interpreter.

The practice has three GP partners and four salaried GPs (male and female) who complete a combined total of 27 sessions per week, a practice nurse who completes 29.5 hours per week and a health care assistant. The practice also has a practice manager and a deputy practice manager, weekly onsite support as well as offsite support from the provider management team and a number of reception/administration staff members.

The practice operates under an Alternative Provider Medical Services (APMS) contract (a locally negotiated contract open to both NHS practices and voluntary sector or private providers e.g. many walk-in centres).

The practice is open Monday to Friday from 8am to 6:30pm and on Saturdays from 9am to 1pm. Phone lines are answered from 8am and the locally agreed out of hours provider covers calls made to the practice when it is closed. The practice is also a part of the local HUB, which provides GP and practice nurse appointments to patients on weekday evenings and weekends when the practice is closed.

The Orient Practice operates regulated activities from one location and is registered with the Care Quality commission to provide maternity and midwifery services, treatment of disease, disorder or injury, diagnostic and screening procedures and surgical procedures.