

# Essex Lodge

## Inspection report

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Plaistow  
London  
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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



# Overall summary

We carried out an announced review at Essex Lodge on 11 October 2021. Overall, the practice is rated as Good.

Safe - Good.

Effective – Good.

Caring – Good.

Responsive – Good.

Well-led – Good.

Following our previous inspection on 15 June 2021 the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Essex Lodge on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

At a previous inspection 7 October 2019, some clinical performance indicators for cancer were lower than average which resulted in a “Requires improvement” rating for People of Working Age, in accordance with our previous inspection methodology. This was a focused announced inspection to review the provider’s cancer clinical performance data and changes to its systems and processes since the inspection we undertook on 7 October 2019.

## How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out in a way which enabled us to request information from the provider without the needs for a site visit. This was with consent from the provider and in line with data protection and information governance requirements.

This included:

- Requesting evidence from the provider.
- Liaising with the leadership and management team as appropriate.

## Our findings

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 in all key questions.**

# Overall summary

We found that:

- The practice had implemented changes to improve systems for patient cancer screening, identification, and reviews.

Whilst we found no breaches of regulations, the provider **should**:

- Continue efforts to improve cancer screening rates.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector.

## Background to Essex Lodge

Essex Lodge is situated in East London, within NHS Newham Clinical Commissioning Group (CCG). The practice provides services to approximately 13,800 patients under 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 practice is registered with the CQC to carry on the following regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Surgical procedures; and Treatment of disease, disorder or injury.

The clinical team at the practice consists of two male GP partners, five salaried GPs, a GP registrar, two regular locum GPs, four practice nurses, one healthcare assistant, and two pharmacists. There is a practice director, practice manager, business manager, and a team of reception, secretarial and administrative staff. The practice also teaches medical students and trains GP registrars.

The practice is open:

- Monday from 7.30am to 7.00pm
- Tuesday from 8.00am to 6.30pm
- Wednesday from 8.00am to 6.30pm
- Thursday from 8.00am to 6.30pm
- Friday from 8.00am to 6.30pm
- Saturday from 8.00am to 1.00pm.

Appointments are available:

- Monday from 8am to 6pm
- Tuesday from 8am to 6pm
- Wednesday from 8am to 6pm
- Thursday from 8am to 5.30pm
- Friday from 8am to 6pm
- Saturday from 8am to 1pm (extended hours).

Appointments include face-to-face consultations, home visits, telephone consultations and online consultations. Patients telephoning when the practice is closed are directed to the local out-of-hours service provider.

National General Practice Profile describes the practice ethnicity as being 34.1% White, 33.8% Asian, 23.3% Black, 5.2% mixed race, and 3.6% other ethnicities.