

Plashet Medical Centre

Inspection report

152 Plashet Road
Upton Park
London
E13 0QT
Tel: 02084720473

Date of inspection visit: 30 September 2021
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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 well-led?

Good



Overall summary

We carried out an announced review at Plashet Medical Centre on 29 September 2021. Overall, the practice is rated as Good.

Safe - Good.

Effective – Good.

Caring – Good.

Responsive – Good.

Well-led – Good.

Following our previous inspection on 11 December 2019, the practice was rated Good overall and for all key questions except Well-led, which was rated as Requires Improvement.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Plashet Medical Centre on our website at www.cqc.org.uk

Why we carried out this review

This review was a focused review of information without undertaking a site visit inspection to follow up on the areas identified as requiring improvement at our last inspection. The Well-led key question was reviewed to ensure that appropriate action had been taken by the provider, to meet the fundamental standards of health and social care.

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 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 way the practice was led and managed promoted the delivery of high-quality, person-centre 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

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.

Background to Plashet Medical Centre

Plashet Medical Centre is located in Upton Park, London at:

152 Plashet Road

Upton Park

London

E13 0QT

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice is situated within the North East London Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 14,380. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four out of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 62% Asian, 18% White, 15% Black, 3% Mixed, and 3% Other.

There is a team of two GP partners, two salaried GPs and a GP locum who work at the practice. The practice has a team of nurses who provide nurse led clinic's for long-term conditions. The GPs are supported at the practice by the practice management team and a number of reception/administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided locally by the GP Federation, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.