

# Shrewsbury Road Surgery

## Inspection report

Shrewsbury Road  
Forest Gate  
London  
E7 8QP  
Tel: 020 8586 5111/5124  
[www.shrewsburyroadsurgery.co.uk](http://www.shrewsburyroadsurgery.co.uk)

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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 of Shrewsbury Road Surgery on 10 January 2019 as part of our inspection programme.

At the last inspection on 9 November 2017 we rated the practice as requires improvement overall, and as requires improvement for providing caring and well-led services because:

- The practice had not taken effective action to understand or improve low GP patient survey scores.
- Arrangements to ensure the practice was able to assess and improve its own performance needed embedding, such as understanding and responding to below average patient feedback or performance data.
- Business continuity arrangements had not been clarified or formalised to cover staff absence.
- The system to ensure the safety of electrical equipment was not effective.

At this inspection, we found the provider had satisfactorily addressed these areas.

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 which kept patients safe and protected them from avoidable harm.
- The practice reviewed and monitored the effectiveness and appropriateness of the care and treatment it provided.
- Care and treatment was delivered according to current evidence based guidance and standards.
- Patient feedback about the practice was positive and the practice acted upon feedback.
- The practice had an active patient participation group.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- There was a clear leadership structure and staff told us they felt able to raise concerns and were confident these would be addressed.
- The way the practice was led and managed promoted the delivery of high-quality and person-centre care.

There was one area where the provider could make improvements and **should**:

- Review staff understanding of and compliance with hand hygiene practices.

**Details of our findings and the evidence supporting our ratings are set out in the evidence table.**

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## 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. The team included a GP specialist adviser, a practice nurse specialist adviser, and a second CQC inspector.

## Background to Shrewsbury Road Surgery

Shrewsbury Road Surgery is situated within NHS Newham Clinical Commissioning Group (CCG). The practice provides services to approximately 14,000 patients under a Personal Medical Services (PMS) contract. The practice has a website: [www.shrewsburyroadsurgery.co.uk](http://www.shrewsburyroadsurgery.co.uk), and provides a full range of enhanced services including child and travel vaccines and extended hours appointments.

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 includes six GP partners (four male and two female, collectively providing 42 clinical sessions per week), one female salaried GP working eight clinical sessions per week, one male and one female long-term locum GP collectively working five clinical sessions per week, three female practice nurses (one working two days per week, one working three days and the other working three days), and two female healthcare assistants both working five days per week. There is a full-time practice manager, a deputy practice manager and a team of reception and administrative staff. The practice also teaches medical students.

The practice's opening hours are:

- Monday, Tuesday, Wednesday and Friday from 8am to 7pm;
- Thursday from 7am to 6.30pm;
- Saturday from 8am to 1.45pm.

The practice closes for lunch for half an hour (from 12.30pm to 1pm) on Monday, Tuesday, Wednesday and Friday, but telephone lines continue to be answered during this period.

GP appointments are available:

- Monday, Tuesday, Wednesday and Friday from 9am to 12.30pm and from 3pm to 6.30pm;
- Thursday from 9am to 12.30pm.

Pre-booked extended hours GP appointments are also available:

- Thursday from 7am to 8am;
- Saturday from 8am to 1.45pm.

Appointments include home visits, telephone consultations and online consultations. Urgent appointments are available for patients who need them. Patients telephoning when the practice is closed are directed to the local out-of-hours service provider.

Information published by Public Health England rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents

the highest levels of deprivation and level ten the lowest. In England, people living in the least deprived areas of the country live around 20 years longer in good health than people in the most deprived areas.