

Aldersbrook Medical Centre

Inspection report

65 Aldersbrook Road

London

E12 5DL

Tel: 02085188080

www.aldersbrookmedicalcentre.nhs.uk

Date of inspection visit: 23 November 2023

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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 responsive to people's needs?

Good



Overall summary

We carried out an announced targeted assessment of the responsive key question at Aldersbrook Medical Centre on 23 November 2023. The assessment took place remotely. As part of the assessment we have reviewed the rating for the responsive key question. As a result, the responsive key question has been rated good.

Safe – not rated, the rating of good was carried over from the previous inspection.

Effective - not rated, the rating of good was carried over from the previous inspection.

Caring - not rated, the rating of good was carried over from the previous inspection.

Responsive – as part of this assessment we reviewed the rating for the responsive key question, our judgement was the rating will remain good.

Well-led - not rated, the rating of good was carried over from the previous inspection.

Following our previous inspection on July 2022, the practice was rated good in all five key questions, with an overall rating of good.

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

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities to complete targeted assessments of the responsive key question to better understand the experience of patients and providers.

Outline focus of inspection to include:

- Responsive Key question inspected

How we carried out the inspection

This assessment was completed remotely.

This included:

- Conducting staff interviews using teleconferencing.
- Requesting evidence from the provider.
- Reviewing the data we hold on this provider.
- Reviewing patient feedback reported directly to us, verified patient reviews and patient experience evidence supplied by the provider.

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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 found that:

- We found services were developed to respond to the needs of the local population.
- Patients could access care and treatment in a timely way.
- We saw evidence the practice used complaints and patient feedback to drive improvement

We found some examples of outstanding practice in patient engagement:

- Antenatal Classes / Postnatal Classes – these free classes are led by a National Childbirth Trust instructor. The post-natal classes included paediatric first aid training.
- Educational Workshops – these free workshops are expert led and held on a quarterly patients.

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

- Ensure complaints are acknowledged within the timeframe set out in the complaints policy and ensure contact details of where complaints can be escalated are made available in the formal response.
- Continue to monitor patient feedback for access.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

This assessment was conducted by a CQC inspector.

Background to Aldersbrook Medical Centre

Aldersbrook Medical Centre is located in Wanstead, East London at:

65 Aldersbrook Road

Wanstead

London

E12 5DL

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 Integrated Care System (ICS) and delivers Alternative Personal Medical Services (APMS) to a patient population of about 4,666 patients. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices within the Wanstead and Woodford primary care network (PCN). Information published by Public Health England shows that deprivation within the practice population group is in the seventh lowest decile (two 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 16% Asian, 68% White, 8% Black, 6% Mixed, and 1% Other. The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

The practice had a team of three GPs (two male and one female) and a practice nurse and health care assistant. There was a separate management lead GP for the practice. The clinical team were supported by a team of reception/administration staff and a practice manager.

The practice is open between 8am to 6.30 pm Monday to Friday and 9am to 1pm Saturday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access and Out of Hours services is provided by the local GP Hub network. Pre-bookable appointments were available Monday to Friday from 5pm to 8pm and from 9am to 1pm on Saturdays.