

# Dr Affia Okoreaffia

## Inspection report

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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 Dr Affia Okoreaffia on 18 January 2019 as part of our inspection programme.

The practice was previously inspected in October 2015 and rated as good overall.

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 them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- 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, person-centre care.

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

- Continue to explore ways of encouraging patients diagnosed with mental health conditions to engage with annual health reviews and care planning.
- Continue to improve the uptake for cervical screening to achieve the national target of 80%.
- Continue to improve the uptake for childhood immunisations to achieve the national target of 90% or above in all four indicators.
- Continue to review patient feedback regarding their experiences of accessing the practice via telephone or waiting times once at the practice

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

**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 advisor.

## Background to Dr Affia Okoreaffia

Dr Affia Okoreaffia (also known as Athena Medical Centre) is a practice based in Hackney, London, and serves a population of approximately 4,800 patients. The practice is based in an ethnically diverse area (with 47.7% of patients identifying as white, 15.4% as Asian/Asian British, 26.2% as Black/African/Caribbean/Black British, 6.6% as mixed ethnic groups and 4% as other ethnic groups).

There is a principal GP, one salaried GP and two long-term locums at the practice (two male and two female doctors in total). The practice also employs two full-time practice nurses, one of whom is an advanced nurse practitioner who is qualified as an independent prescriber. There is a practice manager, and five administrative and reception staff. In total, the practice offered 25 GP sessions per week.

The practice is open from 8am to 6:30pm, Monday to Friday. Appointments are available from 9am to 1pm, every weekday morning, and from 4pm to 6pm on Mondays, Tuesdays, Wednesdays and Fridays. On Mondays and Wednesdays, GP and nurse appointments are also available between 6:30pm and 8pm.

When the practice is closed, patients are re-directed to a contracted out-of-hours service.

The practice has a slightly lower percentage than the national average of people with a long-standing health conditions (34% compared to a national average of 51%). It has a higher percentage of unemployed people compared to the national average (11% compared to 4%). The average male and female life expectancy for the CCG area and the practice is in line with the national average for both males and females.

Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. This information also shows that Income Deprivation Affecting Older People is 42% which is the same as the clinical commissioning group (CCG) average but significantly higher than the national average of 20%. Income Deprivation Affecting Children is 33% which is the same as the CCG average and above the national average of 20%.

The practice is registered to provide diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and for the treatment of disease, disorder or injury.