

Dr R. Samuel and Dr S. Khan

Inspection report

Vicarage Lane Health Centre
10 Vicarage Lane, Stratford
London
E15 4ES
Tel: 020 8536 2266
www.drsmueldrkhan.net

Date of inspection visit: 29 October 2018
Date of publication: 20/11/2018

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?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr R. Samuel and Dr S. Khan on 12 January 2017. The overall rating for the practice was good but there were areas the practice should improve for providing responsive services. The full comprehensive report on the 12 January 2017 inspection can be found by selecting the 'all reports' link for Dr R. Samuel and Dr S. Khan on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 29 October 2018 to assess whether the provider had improved in the areas that we identified in our previous inspection. This report covers our findings in relation to improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- Emergency equipment was fit for use and appropriate ongoing checks were undertaken.
- Cervical screening uptake rates were monitored, had improved and were comparable to local and national averages. For example, during the reporting year 2016 to 2017 the practice percentage of women aged 25-64 that had a cervical screening test was 58% compared to 64% in the local Clinical Commissioning Group (CCG) and 72% nationally; and during the reporting year 2017 to 2018 this had increased to 72% compared to 78% in the CCG and 81% nationally.
- The practice percentage of prescriptions for co-amoxiclav, cephalosporins and quinolones of the total number of prescriptions for selected antibacterial

drugs was above average at 16% compared to 10% in the CCG and 9% which was a negative variation. (Co-amoxiclav, cephalosporins and quinolones are antibiotics that can be used when others have failed. It is important that they are used sparingly, to avoid drug-resistant bacteria developing.)

- The practice monitored national GP patient survey results including patient satisfaction on phone access and on how nurses treated patients with care and concern which had improved and were in line with local and national averages. For example, the practice most recent GP patient survey results published in August 2018 showed the percentage of patients who stated the healthcare professional was good or very good at treating them with care and concern was 82% compared to 80% in the CCG and 87% nationally.
- The practice won a 2018 Newham Health Collaborative Primary Care Oscar award for the practice with the most staff friendly environment. The Newham Health Collaborative is a local GP led partnership focusing on delivering excellent health and care.

The areas where the provider should make improvements are:

- Review and improve prescribing of co-amoxiclav, cephalosporins and quinolones.
- Continue to embed and improve patients access.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

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 Care Quality Commission (CQC) lead CQC inspector with access to advice from a GP specialist adviser.

Background to Dr R. Samuel and Dr S. Khan

Dr R. Samuel and Dr S. Khan Surgery is based at Vicarage Lane Health Centre in Stratford, the London Borough of Newham, East London. The practice has a patient list of approximately 8,700 patients. Eight percent of patients are 65 or older compared to the national practice average of 17%, and 52% two percent of patients have a long-standing health condition.

Services provided by the practice include child health care, antenatal and postnatal care, immunisations, sexual health and contraception advice and management of long term conditions. The practice holds a General Medical Services contract with NHS England (this is a contract between NHS England and general practices for delivering general medical services).

The staff team comprises two partner GPs (one male, one female), two female salaried GPs, a female advanced nurse practitioner, a female practice nurse, and a female health care assistant. Non-clinical staff are a practice manager, a deputy practice manager and a team of administrative and reception staff.

The practice's opening hours are:

- Monday, Tuesday, Wednesday, and Friday 8am to 8pm
- Thursday 8am to 6:30pm
- Saturday 9am to 12:30pm

Appointments are available at the following times:

- Monday to Friday: 9am to 6:30pm

The practice offers extended hours at the following times:

- Monday, Tuesday, and Wednesday 6:30pm to 7pm
- Saturday 9am to 12:30pm

Outside of these times, cover is provided by out of hours provider.

The practice is registered to provide the following regulated activities which we inspected: Diagnostic and screening procedures, Family planning, Treatment of disease, disorder or injury and Maternity and midwifery services.

Are services responsive to people's needs?

At our previous inspection 12 January 2017, we rated the practice as requires improvement for providing responsive services due to below average patient satisfaction regarding telephone access; 32% of patients said they could get through easily to the practice by phone compared to the national average of 73% and we told the practice it should improve.

At this inspection 29 October 2018 we found arrangements for patient's telephone access and associated levels of patient satisfaction were improving.

Timely access to care and treatment

Patients were able to access care and treatment from the practice within an acceptable timescale for their needs.

- The practice had implemented and evaluated several actions to improve patient access since our previous inspection and was continuing to do so, including patients online access and increasing desk space and staffing to answer telephones.
- The practice national GP patient survey satisfaction results regarding telephone access had improved from 32% in 2017, to 45% in 2018. Additional sources of recent patient feedback indicated patients access had improved including CQC patient comment cards, the practice in-house survey results, and NHS Choices patient feedback which was four out of five stars.
- The practice had a website and offered online appointment booking and prescription requests through the online national patient access system.

Please refer to the evidence tables for further information.