

# The Rosewood Medical Centre

## Inspection report

30 Astra Close  
Elm Park  
Hornchurch  
Essex  
RM12 5NJ  
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www.rosewood.gpsurgery.net

Date of inspection visit: 15 July 2019 to 15 July 2019  
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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 Rosewood Medical Centre on 15 July 2019, to follow up the breaches of inspection found in the inspection of 11 December 2018 .

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,
- 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 had made significant improvement to the practice in response to the previous inspection.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had improved access for patients to the practice.

- The practice had refurbished the premises to ensure they met the needs of the patients.
- Complaints were listened and responded to and used to improve the quality of care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was compassionate, inclusive and effective leadership at all levels.

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

- Review the training matrix regularly to ensure all staff, including doctors have completed the necessary training.
- Review the clinical meetings to ensure frequency and that staff record discussions.
- Review the supervision of advanced medical and nursing practitioners to ensure that it is fully recorded and follows current guidelines.
- Continue to improve the uptake of child immunisations to meet the World Health Organisation targets of 90%.

**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

<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 and a GP specialist adviser.

## Background to The Rosewood Medical Centre

The Rosewood Medical Centre is located at:-

30 Astra Close

Elm Park

Hornchurch

RM12 5NJ

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice has a contract with the Havering Clinical Commissioning Group (CCG). The practice provides General Medical Services (GMS) for 12,488 (6,099 male, 6,389 female) patients.

The practice has four male GPs, two female GP, two female practice nurses, one female healthcare assistant.

A practice manager, an assistant practice manager and an extensive administrative team. The practice is a GP training practice and had three GP registrar working at the practice at the time of the inspection.

When the practice is closed, out of hours cover for emergencies is provided by Havering GP Federation and NHS 111 services. The practice part of the wider network of GP practices in Havering. At the time of our inspection there were 12,521 patients on the practice list.

The practice catchment area is classed as being within one of the least deprived areas in England. The practice scored eighth on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

National General Practice Profile describes the practice ethnicity as being 86.6% white British, 4.6% Asian, 4.7% black, and 1.8% mixed and 0.3% other non-white ethnicities.