

# Maylands Health Care

## Inspection report

300 Upper Rainham Road  
Hornchurch  
RM12 4EQ  
Tel: 01708460180  
www.maylandshealthcare.co.uk

Date of inspection visit: 16 June 2021  
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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 review at Maylands Health Care on 16 June 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 22 July 2019, the practice was rated Good overall and for all key questions except Responsive, which was rated as Requires Improvement as were all population groups.

The full reports for previous inspections can be found by selecting the 'all reports' link for Maylands Health Care on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this review:**

This review was a focused review of information without undertaking a site visit inspection to follow up on the areas identified as requiring improvement at our last inspection. The Responsive key question was reviewed to ensure that appropriate action had been taken by the provider, to meet the fundamental standards of health and social care.

## **How we carried out the review:**

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out in a way which enabled us to request information from the provider without the needs for a site visit. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider
- Liaising with the management team as appropriate.

## **Our findings**

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 in the Responsive key question and for all population groups.**

# Overall summary

We found that:

- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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 monitor and embed the new systems and ways of working to continue to improve patient access by telephone.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCP

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.

## Background to Maylands Health Care

Maylands Medical Care is located in Hornchurch at:

300 Upper Rainham Road

Hornchurch

Essex

RM12 4EQ

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the North East London Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 14,380. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices.

Information published by Public Health England report deprivation within the practice population group as 8 on a scale of 1 to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The National General Practice Profile describes the practice patient group ethnicity as being 88% white, 4.9% Asian, 4.4% Black, 1.8% of patients from a mixed background and 0.5% being of other ethnicities.

There is a team of eight GPs who work at the practice. The practice has a team of nurses who provide nurse led clinic's for long-term conditions and a clinical pharmacist. The GPs are supported at the practice by the practice management team and a number of reception/administration staff. Maylands Medical Care is a GP training practice.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided locally by Havering Health Federation, where late evening and weekend appointments are available. Out of hours services are provided by 111.