

Orient Practice

Inspection report

75 Oliver Road
London
E10 5LG
Tel: 020 3405 6840

Date of inspection visit: 22 January 2019
Date of publication: 15/03/2019

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

Are services safe?	
--------------------	--

Overall summary

We carried out an announced focussed inspection at The Orient Practice on 22 January 2019.

At this inspection we followed up on a breach of regulation identified at a previous inspection in December 2018. This inspection was not rated, but was used to ensure that actions had been put in place and work was underway to rectify the breach.

Our key findings were:

- The practice had put a system in place to reduce the number of un-summarised patient notes.
- The practices action plan was not updated and did not include all identified risks.
- There was no risk assessment in place considering the notes summarising issue.

There were areas where the provider could make improvements and should:

- Review the process for summarising patient records including risk assessments to mitigate all risks.

Population group ratings

Older people

People with long-term conditions

Families, children and young people

Working age people (including those recently retired and students)

People whose circumstances may make them vulnerable

People experiencing poor mental health (including people with dementia)

Our inspection team

The inspection team included a lead CQC inspector

Background to Orient Practice

The Orient Practice is managed by Living Care Medical Services and is located in a purpose-built building with one other practice and other community services within a residential area of Waltham Forest. The practice is a part of Waltham Forest Clinical Commissioning Group (CCG).

There are approximately 8,200 patients registered with the practice, 3% of which are aged over 60. Eighty percent of the practice population is in paid work or full-time education, which is higher than the CCG average of 69% and the national average of 62%. The practice has a large number of patients of eastern European decent and 38% of patients do not have English as a first language and require an interpreter.

The practice has one clinical GP lead, three male and three female (salaried and long-term locum) GPs. In addition, there is an advanced nurse practitioner, one practice nurse and a healthcare assistant. There is a deputy practice manager and eight reception/administration staff members.

The practice operates under an Alternative Provider Medical Services (APMS) contract (a locally negotiated contract open to both NHS practices and voluntary sector or private providers e.g. many walk-in centres).

The practice is open Monday to Friday between 8am and 8pm and Saturday between 8am to 1pm.

Phone lines are open from 8am, appointments run concurrently throughout each day. The locally agreed out of hours provider covers calls made to the practice whilst it is closed.

The Orient Practice operates regulated activities from one location and is registered with the Care Quality commission to provide maternity and midwifery services, treatment of disease, disorder or injury, diagnostic and screening procedures and surgical procedures.

Are services safe?

Information to deliver safe care and treatment

Staff did not have the information they needed to deliver safe care and treatment to patients.

- Individual care records were not managed in a way that kept patients safe.
- As a result of the inspection in December 2018, the practice submitted an action plan which stated that all outstanding records would be summarised by mid-February, a full-time summariser would be

employed and weekly review meetings between the deputy practice manager and the GP lead would take place. On the day of inspection, there was no evidence that review meetings had taken place, there was one agency summariser and a full-time summariser due to commence employment in the third week of February.

- There were no risk assessments regarding the lack of patient notes summarising and the action plan did not address the backlog in scanning of patient documents.