

The Clapton Surgery

Inspection report

Theydon Road Health Centre
14 Urban Hive, Theydon Road
London
E5 9BQ
Tel: 02088067735
www.theclaptonsurgery.co.uk

Date of inspection visit: 8 November 2019
Date of publication: 22/01/2020

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 effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. The practice was previously inspected on 22 August 2016 and we rated the practice as Good overall.

Because of the assurance received from our review of information we carried forward the Good ratings for the following key questions: Safe, Caring and Responsive. This inspection looked at the following key questions:

Are services Effective?

Are services Well-led?

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:

- 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 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 with efforts to improve the up-take of child immunisations for children aged two and cervical screening.

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

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 CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to The Clapton Surgery

The Clapton Surgery is a GP practice based in Clapton, a district to the north of the London Borough of Hackney. The practice is part of the City and Hackney Clinical Commissioning Group (CCG) and provides services under a General Medical Services (GMS) contract. The practice is based within Theydon Road Health Centre, a modern purpose built building situated in a residential area. The practice is easily accessible by public transport and by car.

The single largest ethnic group in the London Borough of Hackney is White (55%), followed by Black/Black British (23%) and Asian/Asian British (11%). Practice profile data shows 67% of the practice population is aged under 18 years which is significantly higher than the national average of 39%. At 78 years for males and 83 years for females, average life expectancy is similar to the national average of 79 and 83 years respectively. The area is within the second most deprived decile out of 10 on the deprivation scale.

The practice has approximately 7000 patients and is situated in an area where a large proportion of the residents identify as Orthodox Jewish. The practice estimate the proportion of their patient list identifying as Orthodox Jewish to be about 60%.

The practice is staffed by a principal GP (male, nine sessions), a salaried GP (male, nine sessions), three locum GPs (all female, six sessions in total), a practice nurse (female, six sessions) and a health care assistant. Non-clinical roles are fulfilled by a practice manager and assistant practice manager, a senior receptionist and four reception/administrative staff, all working a mixture of full and part time hours.

The practice opening hours are from 8.30am to 6.30pm Monday to Friday. Surgery times are from 9am to 11.30am and 4pm to 6.30pm every day except Wednesday when there is no afternoon surgery and Thursday when surgery time starts at 8am. Outside of these hours GP services were provided by the practice's out of hours provider.

Patients can book routine appointments available up to one month in advance, special appointments bookable up to 24 hours in advance, urgent appointments bookable on the day only and telephone consultations.

The practice is registered with the CQC to provide the following registered activities: Treatment of disease, disorder or injury; Diagnostic and screening procedures; Maternity and midwifery services from Theydon Road Health Centre, Hackney, London E5 9BQ.