

Wood Street Health Centre - Dr. Raghav Prasad Dhital

Inspection report

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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 well-led?

Good



Overall summary

We previously carried out an announced comprehensive inspection of Wood Street Health Centre - Dr. Raghav Prasad Dhital on 20 September 2018. At the inspection, we rated the practice as good overall, but as requires improvement for providing well-led services because:

- Some policies and procedures were not practice specific and did not contain all the necessary information.
- There was a backlog of patient documents which needed to be scanned on to the system.
- Patient information was not secure as there were two boxes of unlocked patient records in the reception area which was shared with other practices.

The full report of the September 2018 comprehensive inspection can be found by selecting the 'all reports' link for Wood Street Health Centre - Dr. Raghav Prasad Dhital on our website at www.cqc.org.uk.

We carried out an announced focused inspection of Wood Street Health Centre - Dr. Raghav Prasad Dhital on 8 May 2019 to check whether the practice was providing well-led care.

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.

At this focused inspection on 8 May 2019 we found the provider had taken action to address the issues identified.

We have rated this practice as good overall.

We have rated the practice as **good** for providing well-led services because:

- The practice had purchased four additional lockable cabinets in which to store patient records securely.
- A new system had been implemented to ensure the prompt scanning of patient information.
- Policies and procedures had been reviewed and were specific to the practice.

We also found the practice had acted upon suggested areas of improvement from the previous inspection, as follows:

- The practice had purchased paediatric oximeters for clinicians to use if needed.
- All staff, including non-clinical staff members, had completed sepsis awareness training. A sepsis policy had been produced, which identified the practice lead for sepsis and included symptoms for staff to be aware of.
- The practice had carried out its own patient survey, the results of which were positive about the service and staff. The results had been collated and were due to be discussed with the Patient Participation Group (PPG) in June 2019.

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

Dr Rosie Benneworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

The inspection was led by a CQC inspector who had access to advice from a specialist advisor.

Background to Wood Street Health Centre - Dr. Raghav Prasad Dhital

Wood Street Health Centre - Dr. Raghav Prasad Dhital is located in Walthamstow, East London, and is part of the Waltham Forest Clinical Commissioning Group (CCG). The practice provides services under a Personal Medical Services (PMS) contract (a contract between NHS England and general practices for delivering personal medical services, which allows flexibility to offer local services within the contract) to approximately 5,842 patients.

Information published by Public Health England rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. In England, people living in the least deprived areas of the country live around 20 years longer in good health than people in the most deprived areas.

The provider is a partnership and is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures; family planning; maternity and midwifery services; and treatment of disease, disorder or injury.

Practice staff consist of two male GP partners and two female long-term locum GPs (who collectively provide 20 clinical sessions per week), a practice nurse, a practice manager and a team of receptionist and administrative staff.

The practice reception is open Monday to Friday from 8am to 6:30pm. Face to face appointments are available at the following times:

- Mondays from 9:30am to 1pm and from 2pm to 4pm;
- Tuesdays from 9:30am to 1pm and from 2pm to 8pm;
- Wednesdays and Fridays from 9:30am to 1pm and from 2pm to 6pm;
- Thursdays from 9:30am to 12:30pm.

In addition to face to face appointments with clinicians, the practice offers home visits, telephone consultations and online consultations. Out of hours appointments are available to practice patients at other GP practice locations in Waltham Forest.