

Loughton Health Centre

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

Requires improvement



Are services safe?

Good



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at Loughton Health Centre on 27 March 2018. At that inspection, we rated the practice as inadequate because systems had not been established to monitor and mitigate risks to patients. The overall rating for the practice was inadequate and they were placed in special measures for a period of six months.

We served warning notices in respect of the governance and safety at the practice. At a focused inspection of 21 August 2018, we found that the practice had met the requirements of these warning notices.

We carried out an announced comprehensive inspection at Loughton Health Centre on 4 December 2018 to check that improvements had been made. At this inspection, we found that the practice had taken positive steps to respond to risk and implement sustained improvements. They were working closely with stakeholders and action plans were being systematically reviewed.

We based our judgement of the quality of care at this service is 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.

The full comprehensive reports of the March 2018 and August 2018 inspections can be found by selecting the 'all reports' link for Loughton Health Centre on our website at <https://www.cqc.org.uk/location/1-566522029>.

We have rated this practice as requires improvement overall and requires improvement for all population groups.

We rated the practice as **requires improvement** for providing effective services because:

- Whilst action plans had been implemented to improve performance, up to date data had not yet been published to confirm this. Therefore, we could not yet be assured that patients with long term conditions and those suffering with poor mental health had been effectively monitored. Continued action was necessary to evidence that required improvements had been made.

We rated the practice as **requires improvement** for providing responsive services because:

- Whilst changes had been made with a view to improving access to the practice, continued action was necessary to evidence that required improvements had been made and patient satisfaction improved, as up to date data was yet to be published. This affects all the population groups.

The area where the provider must make improvements is:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care

The areas where the provider **should** make improvements are:

- Continue to monitor and improve patient feedback in relation to accessing the practice.
- Update the fire risk assessment to detail remedial action taken.

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

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

| | |
|--|---|
| Older people | Requires improvement  |
| People with long-term conditions | Requires improvement  |
| Families, children and young people | Requires improvement  |
| Working age people (including those recently retired and students) | Requires improvement  |
| People whose circumstances may make them vulnerable | Requires improvement  |
| People experiencing poor mental health (including people with dementia) | Requires improvement  |

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a nurse practitioner specialist adviser.

Background to Loughton Health Centre

Loughton Health Centre provides GP services to patients living in Loughton and surrounding areas. Further information about the practice boundary can be obtained from the practice website www.loughtonhealthcentre.co.uk. The practice is one of 32 practices commissioned by the West Essex Clinical Commissioning Group.

There are approximately 11700 patients currently registered with the practice, which is located in an area which is not considered to be deprived, being on the third less deprived scale. 45% of patients have a long-standing health condition, compared with the CCG average of 51% and England average of 54%. Unemployment rates are 0.6%, which is considerably less than the CCG average of 2.9% and England average of 5%.

The practice is governed by a partnership which consists of one female and three male GPs. They are supported by

a full-time practice manager, business manager, administration manager and reception manager. There are two further part-time GPs employed, three part-time nurses, two healthcare assistants and a number of reception, administration and secretarial staff working various hours.

This practice was previously inspected in March 2018. At that inspection, the practice was rated as inadequate, being inadequate for safe, effective, responsive and well-led. Caring was rated as good. All population groups were rated as inadequate and the practice was placed into special measures on 19 June 2018. Two warning notices were served, one in respect of the safety and the other in relation to governance. We carried out an inspection on 21 August 2018 to confirm that the practice had made improvements as detailed in the warning notices.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

| Regulated activity | Regulation |
|--|--|
| Diagnostic and screening procedures | Regulation 17 HSCA (RA) Regulations 2014 Good governance The provider did not have an effective system to carry out health checks for patients with long term conditions and those experiencing poor mental health. This was in breach of regulation 12, good governance of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. |
| Family planning services | |
| Maternity and midwifery services | |
| Surgical procedures | |
| Treatment of disease, disorder or injury | |