

Central Park Surgery

Inspection report

Harold Hill Health Centre
Gooshays Drive, Harold Hill
Romford
RM3 9SU
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Date of inspection visit: n/a
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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 carried out an announced review at Central Park Surgery on 29 April 2021. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 6 November 2019 the practice was rated Good overall and for all key questions except Well-led, which was rated as Requires Improvement.

The full reports for previous inspections can be found by selecting the 'all reports' link for Central Park Surgery on our website at www.cqc.org.uk

Why we carried out this review:

This was a review of information without undertaking a site visit inspection, to follow up on the areas identified as requiring improvement at our last inspection. The Well-led 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 inspection/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
- Speaking with the management team, as required.

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

Overall summary

- information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall and Good in the Well-led key question.

We found that:

- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to Central Park Surgery

Central Park Surgery is located in Harold Hill, Essex at:

Harold Hill Health Centre

Gooshays Drive

Harold Hill

Romford

Essex

RM3 9SU

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

The practice is situated within the Havering Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 7300. This is part of a contract held with NHS England.

Information published by Public Health England report deprivation within the practice population group as 3 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 states that 86% of the practice population is from a white background with a further 14% of the population originating from black, Asian, mixed or other non-white ethnic groups. Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.

The practice has two full-time female GPs and one part-time male GP, who are the GP partnership registered with CQC. There is also a salaried GP who is part-time. The GP team are supported by an Advanced Nurse Practitioner, a Practice Nurse and an Healthcare Assistant. The Practice Manager is responsible for the management of a team of ten administration and reception staff.

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 an appointment.