

# St Bartholomews Surgery

## Inspection report

292a Barking Road  
East Ham  
London  
E6 3BA  
Tel: 02084720669

Date of inspection visit: Desk based review  
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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 effective?

Good



# Overall summary

We carried out an announced review of the “are services effective” key question, at St Bartholomew’s Surgery on 1 July 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 24 February 2020, the practice was rated Good overall and for the key questions safe, caring, responsive and well-led. The practice was rated requires improvement for providing effective services and issued a requirement notice for Regulation 17(1) Good governance.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for St Bartholomew’s Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this review

This review was a focused review of information without undertaking a site visit to follow up on breaches of Regulation 17 Good governance. At the previous inspection we found:

- Arrangements to ensure clinical effectiveness and consistency needed improving, including elements of health assessments, case finding, oversight or review of care, cancer care, mental health and child immunisations.

## How we carried out the 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 without visiting the location by requesting documentary evidence from the provider.

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

**We have rated this practice as Good overall and for all population groups.**

# Overall summary

The practice had made the necessary improvements to improve clinical effectiveness and consistency:

- The practice arranged timely and appropriate care for older patients living with moderate or severe frailty.
- The practice had improved its systems to identify patients with long term conditions, and to provide appropriate clinical care and treatment for these patients.
- The practice had improved its clinical performance data for care planning for people living with a severe mental illness; and for uptake rates for childhood immunisations and cancer screening.

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

- Continue to embed arrangements to improve clinical performance for childhood immunisations, cancer care and 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

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

## Our inspection team

Our inspection was led by a CQC lead inspector.

## Background to St Bartholomews Surgery

St Bartholomew's Surgery is a GP Partnership registered with the Care Quality Commission (CQC) to carry on the regulated activities of Diagnostic and screening procedures, Family planning, Maternity and midwifery services and Treatment of disease, disorder or injury from one location: St Bartholomew's Surgery, 292a Barking Road, East Ham, London E6 3BA, which is located in Newham, East London. The practice is located within a purpose built premises and all patient areas and facilities are wheelchair accessible. The practice has approximately 10,700 patients and serves an ethnically diverse population with many languages spoken in addition to English, the practice has a hearing loop.

Practice clinical staff are four full time GP partners (three male and one female), collectively providing 32 weekly sessions, a full time Physician Associate providing nine sessions per week. There are two Practice Nurses and two part time female Healthcare Assistants collectively providing 20 sessions. Non-clinical staff are a full time Practice Manager and a team of reception and administrative staff working a variety of full and part time hours. Additional roles available to the practice such as Social Prescribers, Clinical Pharmacist, and Pharmacy technicians etc who are recruited through the local Primary Care Network (PCN).

Surgery hours are between 8.00am and 6.30pm Monday to Friday and the practice does not close for lunch. Patients can access the service via an online triage system, patients can send in their queries 24/7 and are answered by the GP within two working days. GP appointments are provided initially via telephone consultation following which a video consultation or Face-to-Face consultations are provided as required. Patients with long-term conditions and multiple conditions are booked up to four weeks in advance for review.

Extended hours appointments are available through the local PCN from 6.30pm to 9.30pm on Wednesdays, Thursdays and Fridays at Market Street Health Centre, 52 Market Street, East Ham, E6 2RA; and on Saturday mornings from 09:00am to 12:30pm at Greengate Medical Centre, 497 Barking Road, Plaistow, London E13 8PS. Patients can also access the Newham 7-day Access Service that allows people to see a GP or nurse outside of their practice's normal working hours, from 6.30pm to 10.00pm on weekdays, and 8.00 am to 8.00 pm Saturdays and Sundays, this service is provided by the Newham Health Collaborative's team of clinicians and provides appointments online, or patients can be seen at one of the three hubs in Newham Patients are directed to an out of hours GP service outside these times.