

The Palms Medical 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

Good



Are services responsive to people's needs?

Requires Improvement



Overall summary

We carried out an announced focused inspection at The Palms Medical Centre on 8 January 2020. The overall rating for the practice was good, with the exception of key question responsive which was rated requires improvement. The full report on the January 2020 inspection can be found by selecting the 'all reports' link for The Palms Medical Centre on our website at www.cqc.org.uk.

This review was an announced focused follow-up review carried out on 20 April 2021 to confirm that the practice continued to make improvements on areas that we had identified at our previous inspection held on 8 January 2020. This report covers our findings in relation to those improvements and also additional improvements made since our last inspection. This review of information was undertaken without undertaking a site visit.

Overall the practice remains rated as Good, with key question responsive remaining rated as requires improvement.

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

- The practice continued to identify alternative ways for patients to access services at the practice. This included the introduction of e-consult which had a large take-up by patients during the pandemic and continues to be used.
- The practice had some improved patient satisfaction levels which was shown in the most recent GP Patient Survey results. However, the practice results for providing responsive services were still below national average scores, in particular with regards to patients' attempting to access the practice by telephone.
- Feedback left for practice was mixed. There was mainly positive feedback for the practice from their in-house survey, whilst online feedback about the practice was mainly negative.

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

- Ensure that efforts to identify and resolve patient perception regarding accessing services at the practice by telephone are resolved.

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 who reviewed evidence sent by the provider without visiting the location.

Background to The Palms Medical Centre

The Palms Medical centre is located in an area of residential housing in Newbury Park, Ilford, Essex. The practice is in a purpose-built building. There are bays for parking for patients with disabilities at the front of the practice. There are bus stops within 10 -15 minutes' walk from the practice.

There are approximately 7400 patients registered at the practice. Statistics shows moderate income deprivation among the registered population. Information published by Public Health England rates the level of deprivation within the practice population group as six on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The registered population is slightly higher than the national average for those aged between 24-44. Patients registered at the practice come from a variety of geographical and ethnic backgrounds including Asian, Western European, Eastern European and Afro Caribbean. 43% have been identified as having a long-term health condition, compared with the CCG average of 45% and the national average of 51%.

Care and treatment is delivered by two GP partners (female and male) and two salaried GPs (male and female) who provide 22 sessions weekly. There is one practice nurses (female) and one healthcare assistant (female) who provide 10 sessions weekly. There are 11 administrative staff/reception staff who are led by a practice manager.

The practice is open from the following times: -

8:00am – 6:30pm (Monday, Tuesday, Wednesday, Thursday, Friday)

Clinical sessions are run at the following times: -

08:30 - 13:00; 13:30 - 18:00 (Monday, Tuesday, Wednesday, Thursday, Friday)

The practice offers extended hours surgery on a Tuesday evening between 6:30pm and 8pm

Patients can book appointments in person, by telephone and online via the practice website.

Patients requiring a GP appointment outside of practice opening hours are advised to contact the NHS GP out of hours service on telephone number 111. The local CCG provides enhanced GP services which allows patients at this practice to see a GP or Nurse at weekends.

The practice has a General Medical Services (GMS) contract and conducts the following regulated activities: -

- Diagnostic and screening procedures
- Treatment of disease, disorder or injury
- Maternity and midwifery services
- Family planning

Redbridge Clinical Commissioning Group (CCG) is the practice's commissioning body.