

Cranbrook Surgery

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 summary

We previously carried out an announced comprehensive inspection at Cranbrook Surgery on 5 December 2018. The overall rating for the practice was requires improvement. The full comprehensive report on the December 2018 inspection can be found by selecting the 'all reports' link for Cranbrook Surgery on our website at www.cqc.org.uk. At this inspection we issued the practice with a warning notice in respect of key question 'Well-Led' as we found that not all the practice systems to manage the day-to-day governance at the practice functioned well.

This inspection was a warning notice follow-up inspection carried out on 24 April 2019 to confirm that the practice had met the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 5 December 2018. This report covers our findings in relation to those requirements and will not change the current ratings held by the practice.

Our key findings were as follows:

- The practice had established a system which allowed effective management of blank prescriptions received at the practice.
- There was evidence that the majority of actions on the latest infection and prevention control audit had now been conducted.
- Staff appraisals were up-to-date

At the inspection on 24 April 2018 we found that the requirements of the warning notice had been met.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Our inspection team

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

Background to Cranbrook Surgery

Cranbrook Surgery is located in an area which has residential housing alongside commercial shops, in Ilford, Essex. The practice is located in a converted terraced house. There are no bays for parking for patients with disabilities, but disabled patients can park at the front of the practice. There are two bus stops within five minutes' walk from the practice.

There are approximately 4500 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 seven 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. Of the practice population, 52% have been identified as having a long-term health condition, compared with the CCG average of 48% and the national average of 53%.

Care and treatment is delivered by two GP partners (female) who between them provide approximately 20 clinical sessions weekly. There are two Practice Nurses (female) who provide four sessions weekly. The practice also employs a GP long term locum (male) who provides two sessions monthly. A part-time practice manager is on site once a week and is assisted by an assistant practice manager and five administrative/reception staff.

The practice is open from the following times: -

- 8am – 7:15pm (Monday & Wednesday)
- 8am – 6:30pm (Tuesday, Thursday & Friday)

Clinical sessions are run at the following times: -

- 9am – 1:10pm; 4:30pm – 7:15pm (Monday & Wednesday)
- 8:30am – 2:30pm; 4:30pm – 6:30pm (Tuesday)
- 9am – 2:30pm; 4:30pm – 6:30pm (Thursday)
- 9am – 1:10pm; 4:30pm – 6:30pm (Friday)

Extended hours surgery runs every Monday and Wednesday between 18:30pm and 19:20pm.

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 provided enhanced GP services which allowed 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
- Surgical procedures

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