

Bromley by Bow Health Centre

Inspection report

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evidence 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 responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced review of Bromley by Bow Health Centre on the 10 January 2023. Following our previous inspection on 24 May 2016, the practice was rated as good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for of Bromley by Bow Health Centre on our website at www.cqc.org.uk.

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. This inspection was undertaken without a site visit to review clinical and non-clinical performance data, including patient feedback.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out our review;
- information from our ongoing monitoring of data about services; and
- information from the provider, patients, the public and other organisations.

We have rated the practice as **good** overall.

Safe - not inspected - rating of good carried forward from previous inspection.

Effective – not inspected - rating of good carried forward from previous inspection.

Caring – not inspected - rating of good carried forward from previous inspection.

Responsive - good.

Well-led - good.

How we carried out the inspection

This inspection was carried out by requesting evidence from the provider and conducting staff interviews using video conferencing.

We rated the practice as **good** for providing responsive and well-led services because:

- The provider sought and monitored findings from patient feedback including through the national GP patient survey, and the Friends and Family Test (FFT).
- Patient feedback was used to review and improve access and the e-consultation method of access had been improved.
- Patients were able to access care and treatment within an appropriate timescale for their needs.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to review and improve arrangements for patients access, including telephone access and re-establishing the Patient Representation Group (PRG), and ensure planned improvements are seen through.

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

Overall summary

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who had access to a GP specialist adviser.

Background to Bromley by Bow Health Centre

The Bromley by Bow Health Centre is a training practice that is part of the Bromley by Bow Health Partnership which also includes XX Place Health Centre and St Andrews Health Centre. At the time of our inspection the Bromley by Bow Health Partnership provider was in the process of registering a fourth location it had recently taken over. All of the practices are in Mile End East and Bromley by Bow PCN, within North East London ICS.

The Bromley by Bow Health Centre is located in Tower Hamlets, North East London and holds a General Medical Services (GMS) contract jointly with XX Place Health Centre (a GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities). These two practices sites share an EMIS system and data set. Bromley by Bow Health Centre's patient list size is currently 7213.

The Bromley by Bow Health Centre is registered with the Care Quality Commission to carry on the regulated activities of treatment of disease, disorder or injury, diagnostic and screening procedures, maternity and midwifery services, surgical procedures and family planning. The practice provides a range of enhanced services including alcohol support, childhood vaccination and immunisation, extended hours, dementia support, improving patient online access, influenza and pneumococcal immunisations, learning disabilities, minor surgery, patient participation, risk profiling and case management, rotavirus and shingles immunisation and unplanned admissions.

The staff team at the practice include two GP partners (one female and one male), four salaried GPs (female and male), one advanced nurse practitioner (female), three practice nurses (females), one phlebotomist (female), two health care assistants (females), one practice manager, practice manager assistant and 12 administrative staff. Weekly there are a total of 22 GP sessions.

The practice's opening hours are Monday to Friday 8am to 6.30pm. Extended hours services are from 6.30pm to 8pm plus Saturdays 9am to 5pm and are delivered on behalf of two Primary Care Networks (PCNs) at one of The Bromley by Bow Health Partnership practices. The practice doors remain open during this time and reception is staffed throughout the day for patients presenting in person to book and attend appointments. There is a duty doctor available 8am to 6.30pm. The phone lines are transferred to the Tower Hamlets out Of Hours' service when the phone lines are closed. Access for patients through online consultations are available throughout the week Monday to Friday 8am to 3pm.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three of 10). The lower the decile, the more deprived the practice population is relative to others. The ethnic make-up of the practice area is 48% Asian, 37% White, 9% Black, 4% Mixed, and 2% Other.