

The Wick Health Centre

Inspection report

10 Kenworthy Road

London

E9 5TD

Tel:

www.thewickhealthcentre.co.uk

Date of inspection visit: 2 And 3 August 2023

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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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive at The Wick Health Centre on 2 and 3 August 2023. Overall, the practice is rated as good.

Safe – good.

Effective – good.

Caring – good.

Responsive -good.

Well-led – good.

Following our previous inspection on 18 October to 1 November 2022, the practice was not rated.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for The Wick Health Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up in line with our inspection priorities.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

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 found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

Overall summary

- Patients with long-term conditions were offered an effective annual review to check their health and medicines needs were being met.
- Patients who were unable to leave their homes received a home visit four times a year to review their care and treatment, this included some patients with long-term health conditions and older people.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Staff felt the leaders were supportive and approachable.

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

- Continue to improve patients' uptake of childhood immunisations and cervical screening.
- Add all of the staffs role specific training to the training spreadsheet.
- Take action to record the governance leadership meetings and actions.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to The Wick Health Centre

The Wick Health Centre is located at:

10 Kenworthy Road

London

E9 5TD

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 North East London Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 7,700. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices of the Well Street Common Neighbourhood primary care network.

Information published by Public Health England shows that deprivation within the practice population group is the lowest decile (one of 10). The lower the decile, the more deprived the practice population is relative to others. According to the latest available data, the ethnic make-up of the practice area is 10% Asian, 45% White, 33% Black, 7% Mixed, and 5% Other.

The practice has a team of four GPs, two associate physicians, two pharmacists, a practice nurse, an associate practice nurse, two health care assistants and a phlebotomist. Which were supported by a practice manager, and a team of administrators. The practice also had a sexual health nurse one day a week and access to a wellbeing coach and practitioner and a social prescriber.

The practice is open between 8.30 am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.