

The Rosewood Medical Centre

Inspection report

30 Astra Close
Elm Park
Hornchurch
RM12 5NJ
Tel: 01708528120
www.rosewood.gpsurgery.net

Date of inspection visit: 30 November 2023
Date of publication: 21/12/2023

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 assessment of the key question responsive at Rosewood Medical Centre on 30 November 2023. Overall, the practice is rated as good and the key question for providing a responsive service is now rated requires improvement.

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 – Requires Improvement.

Well-led - not inspected, rating of good carried forward from previous inspection.

Following our previous inspection in July 2019 the practice was rated good overall and for all key questions.

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

Why we carried out this inspection.

We carried out this assessment as part of our work to understand how practices are working to try to meet peoples demands for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know staff are carrying this out whilst the demand for general practice remains exceptionally high, with more appointments being provided than ever. However, this challenging context, access to general practice remains a concern for people.

Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the assessment

This assessment was carried out remotely. It did not include a site visit.

The process included:

- Conducting an interview with the provider and members of staff using video conferencing.
- Reviewing patient feedback from a range of sources
- Requesting evidence from the provider.
- Reviewing data, we hold about the provider.

Overall summary

- Seeking information/feedback from relevant stakeholders

Our findings

We based our judgement of the responsive key question on a combination of:

- what we found when we met with the provider
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- During the assessment process, the practice manager highlighted the actions they have taken to make improvements to the responsiveness of the service for their patient population.
- The data from 2019 demonstrated that people were not always able to access care and treatment in a timely way. The practice was making improvements, but this had not yet impacted fully on patients' outcomes and feedback.

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

- Continue to improve patient access.
- Continue to improve the receptionist uptake of care navigation training.
- Improve the guidance for the triage system.

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 was led by a CQC lead inspector.

Background to The Rosewood Medical Centre

The Rosewood Medical Centre is located in Havering at:

30 Astra Close

Elm Park

Hornchurch

RM12 5NJ

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 and surgical procedures.

The practice is situated within the North East London (NEL) Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 13,610. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called South Havering primary care network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the eighth decile (8 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 4.6% Asian, 88.6% White, 4.7% Black, and 1.8% Mixed.

There is a team of 7 GPs and two advance nurse practitioners. The practice has a team of two nurses. The GPs and nursing staff are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager are based at the main location to provide managerial oversight.

The practice is open between 8am to 6.30pm Monday to Friday and offers extended hours appointment on a Monday until 7pm and Wednesday until 8pm

Patients could also access the same day extended hours service that offered GP appointments to any patients who called the service on the same day of their call. These were available from Monday to Friday from 6pm to 10pm Monday to Friday and from 9am to 5pm on a Saturday and Sunday. In addition patients could contact the NHS111 service.