

Modern Medical Centre

Inspection report

The Surgery
195 Rush Green Road
Romford
RM7 0PX
Tel: 01708741872
www.modernmedicalcentre.org

Date of inspection visit: 5 December 2023
Date of publication: 04/01/2024

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 

Overall summary

We carried out an announced focused assessment of the key question responsive at Modern Medical Centre on 5 December 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 – Good.

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

Following our previous inspection in May 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 Modern 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.
- Seeking information/feedback from relevant stakeholders.

Our findings

Overall summary

- 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:

- The practice had responded to patient feedback and made and continues to make improvements to patient access.
- The practice had organised and delivered services to meet patient's needs.
- The GP survey data demonstrated that the improvements had improved patients' 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.

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 Modern Medical Centre

Modern Medical Centre is located in Romford at:

The Surgery

195 Rush Green Road

Romford

Essex

RM7 0PX

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 7,460. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices Havering Crest Primary Care Network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the sixth decile (six 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 9.4% Asian, 77.6% White, 49% Black, 3.1% Mixed and other 0.9%.

There is a team of GPs and a team of nurses who provide nurse led clinics for long-term condition. The GPs are supported at the practice by a practice and assistant manager and a team of reception/administration staff. Staff can offer appointments from other clinical professionals in the primary care network, such as a first contact physiotherapist, a podiatrist and an occupational therapist.

The practice is open between 8am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including online book on the day, telephone consultations and advance appointments.

Patients could also access the same day enhanced hours service operated by the local GP Federation that offered GP appointments to any patients who called the service on the same day of their call. These were available from 6.30pm to 9pm Monday to Friday and from 10am to 8pm on a Saturday and Sunday. In addition, patients could contact the NHS 111 service.