

XX Place Health Centre

Inspection report

Alderney Building, Mile End Hospital Site
Bancroft Road
London
E1 4DG
Tel: 02071672828

Date of inspection visit: 22 December 2022 off site inspection.

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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 XX Place Health Centre on the 22 December 2022. Following our previous inspection on 19 October 2017, 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 XX Place 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 XX Place Health Centre

XX Place Health Centre is located on the ground and first floors of the Alderney Building on the site of Mile End Hospital in London E1. The building is owned and maintained by Bart's Health NHS Trust. XX Place Health Centre is part of the Bromley by Bow Health Partnership which also includes the Bromley by Bow 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.

XX Place Health Centre holds a General Medical Services (GMS) contract jointly with Bromley by Bow 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 a patient information system and data set. XX Place Health Centre's patient list size is 10,252.

The practice 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's opening hours are Monday to Friday 8am to 6.30pm and there is a duty doctor available 8am to 6.30pm. The doors remain open during this time and reception is staffed throughout the day for patients presenting in person to book and attend appointments. Extended hours services are from 6.30pm to 8pm Monday to Friday and Saturday 9am to 5pm, where patients are able to attend at one of five GP practices within in the primary care network locality. 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.

The staff team at the practice include two partners one is the Director of Nursing and the other a GP (both female) working respectively seven and eight sessions per week; six salaried GPs (two female and four male) providing 27.5 sessions per week. Three practice nurses (female), and three health care assistants (female) covering 224.5 hours per week. There is a prescribing pharmacist, and a non-prescribing pharmacist, a first contact physiotherapist, Mental health nurse and a Care Co-ordinator. There is a practice manager and a practice manager assistant, seven administrative staff and ten patient assistants. XX Place is also a training practice and at the time of our inspection there were two practice nursing students, one undergraduate nurse, pharmacy students, two medical students and two GP registrars.

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.