

# Wood Street Health Centre

## Inspection report

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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.

# Overall summary

We previously carried out an announced comprehensive inspection of Wood Street Health Centre on 24 January 2019 and found the practice was in breach of Regulation 12: 'Safe care and treatment' and Regulation 17: 'Good governance' of the Health and Social Care Act 2008. In line with the Care Quality Commission's (CQC) enforcement processes, we issued two warning notices which required Wood Street Health Centre to comply with the Regulations by 12 April 2019.

The full report of the 24 January 2019 comprehensive inspection can be found by selecting the 'all reports' link for Wood Street Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We carried out this announced focused inspection on 25 April 2019 to check whether the practice had addressed the issues in the warning notices and now met the legal requirements. This report covers our findings in relation to those requirements and does not change the current ratings held by the practice.

At the inspection on 25 April 2019 we found the provider had taken action to address the requirements of the warning notices, although they were still in the process of addressing patient feedback about access to care.

Our key findings were as follows:

- Safeguarding policies and information posters had been reviewed and updated.
- Disclosure and Barring Service (DBS) checks were undertaken for all staff.
- There was evidence that the practice carried out appropriate recruitment, professional registration and indemnity checks.
- There was improved assessment and oversight of potential risks at both sites, including health and safety, fire safety, legionella and infection control.
- The practice had put in place processes to manage risks relating to test results and high risk medicines and had acted appropriately in response to findings from the previous inspection around outstanding results and instances of unsafe prescribing.

- There was oversight of the pharmacist and policies to cover any changes to patients' medicines.
- There was a defibrillator at the branch site for use in an emergency and evidence of regular checks to ensure it was in good working order.
- The practice was effectively monitoring the refrigerator temperature at the branch site.
- The systems to review, record and act upon safety alerts and significant events were effective.
- The practice had improved oversight of the branch site through senior staff attending on a regular basis and manual transfer of updated policies and procedures from the main practice to the branch.
- Mandatory training had been completed by staff, including basic life support, fire safety, child and adult safeguarding, information governance and infection control training.
- The practice manager had received an appraisal by the lead GP.
- On the day of inspection there was no formalised action plan in place to address issues around access, although low GPPS results were due to be discussed as a full practice team and some measures had been put in place to improve access for patients.

Although there were no breaches of Regulations, we identified areas where the provider **should** make improvements:

- Consider the necessity for fire wardens to complete specific fire warden training.
- Ensure review dates are included on all policies and relevant information posters.
- Implement a formal action plan to improve access for patients and monitor progress.
- Ensure effective communication with building landlords to enable oversight of any risks relating to premises.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team was led by a CQC lead inspector, who was accompanied by a GP specialist adviser and a practice nurse specialist adviser.

## Background to Wood Street Health Centre

Wood Street Health Centre is situated within NHS Waltham Forest Clinical Commissioning Group (CCG). The practice provides services to approximately 10,800 patients in the Walthamstow area of East London under a Personal Medical Services (PMS) contract. The provider also has a branch site, known as Forest Road Medical Centre, which patients can attend for appointments.

The provider, Waltham Forest Community and Family Health Services Limited, is registered with the CQC to carry on the following regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; and Treatment of disease, disorder or injury.

The clinical team at the practice includes: six GPs (one male lead GP and five female salaried GPs, collectively working 34 clinical sessions per week), three female practice nurses (collectively working 20 sessions per week), and one pharmacist working seven sessions per week. There is also a full-time practice manager and a team of reception and administrative staff.

The practice's opening times are:

- Monday, Tuesday, Wednesday, Thursday and Friday from 8am to 6.30pm;
- Saturday from 8.30am to 1pm (Wood Street only, not Forest Road).

GP and nurse appointments are available:

- Monday, Tuesday, Wednesday and Friday from 8.30am to 12pm and from 4pm to 6.30pm;
- Thursday from 8.30am to 1pm and (Wood Street only) from 4pm to 6.30pm;
- Saturday from 8.30am to 1pm (Wood Street only).

Patients telephoning when the practice is closed are directed to the local out-of-hours service provider.

Information published by Public Health England rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. In England, people living in the least deprived areas of the country live around 20 years longer in good health than people in the most deprived areas.