

# Clayhall Clinic

## Quality 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.

### Ratings

Overall rating for this service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Clayhall Clinic on 28 September 2016. The overall rating for the practice was Good. The full comprehensive report on the September 2016 inspection can be found by selecting the 'all reports' link for Clayhall Clinic on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At our previous inspection on 28 September 2016, we rated the practice as Requires Improvement for providing safe services, as the practice had not ensured that there was adequate hand washing facilities in the staff toilet to prevent the spread of infection.

This inspection was an announced focused inspection carried out on 12 June 2017 to confirm that the practice had carried out their plan to meet the legal requirements

in relation to the breaches in regulations that we identified in our previous inspection on 28 September 2016. This report covers our findings in relation to those requirements. At this inspection, we found that the practice had addressed our concerns and carried out their legal requirement in relation to the breach in regulation by having a wash basin installed in the staff toilet. As a result of these findings, the practice is rated Good for providing safe services. The overall rating remains as Good overall.

Our key findings were as follows:

- The practice had installed washing facilities within the staff toilet to help prevent the spread of infection within the practice.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**  
Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services.

- The practice had installed hand washing facilities in the staff toilet to assist in infection control.

**Good**



# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### Older people

The practice is rated good for the care of older people. As the practice was found to be providing good services overall, this affected the rating of the population groups we inspect against.

Good



### People with long term conditions

The practice is rated good for the care of people with long-term conditions. As the practice was found to be providing good services overall, this affected the rating of the population groups we inspect against.

Good



### Families, children and young people

The practice is rated good for the care of families, children and young people. As the practice was found to be providing good services overall, this affected the rating of the population groups we inspect against.

Good



### Working age people (including those recently retired and students)

The practice is rated good for the care of working age people (including those recently retired and students). As the practice was found to be providing good services overall, this affected the rating of the population groups we inspect against.

Good



### People whose circumstances may make them vulnerable

The practice is rated good for the care of people whose circumstances may make them vulnerable. As the practice was found to be providing good services overall, this affected the rating of the population groups we inspect against.

Good



### People experiencing poor mental health (including people with dementia)

The practice is rated good for the care of people experiencing poor mental health (including people with dementia). As the practice was found to be providing good services overall, this affected the rating of the population groups we inspect against.

Good



# Clayhall Clinic

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

Our inspection team was led by a CQC inspector.

## Background to Clayhall Clinic

Clayhall Clinic provides GP primary care services to approximately 6000 people living in Ilford, Redbridge. The local area is a mixed community and some of the practice population comes from relatively deprived backgrounds.

The practice is staffed by three GP partners, one salaried GP and one trainee GPs. There are two males and three females, who work a total of 47 sessions. One GP is the practice manager and other staff included three practice nurses, a Health Care Assistant (HCA), and five administrative staff.

The practice holds a General Medical Services (GMS) contract and was commissioned by NHSE London. The practice is registered with the Care Quality Commission to provide the following regulated activities:-

- Diagnostic and screening procedures,
- Treatment of disease, disorder and injury and
- Maternity and midwifery services.

The practice was open from 8am to 6.30pm Mondays to Friday. They had extended hours on Thursday from 7am to 8am. The telephones were staffed throughout working hours. Appointment slots were available throughout the opening hours. The out of hours services are provided by an alternative provider. The details of the 'out of hours' service were communicated in a recorded message accessed by calling the practice when closed and details can also be found on the practice website. In addition, the practice had an automated telephone system which allows

patients to book appointments outside of normal practice opening hours. Longer appointments were available for patients who needed them and those with long-term conditions. This also included appointments with a named GP, practice nurse or HCA. All patients could book appointments to see GP within 72 hours, however pre-bookable appointments could be booked up to two weeks in advance; urgent appointments were available for people that needed them.

The practice provided a wide range of services for patients with diabetes, chronic obstructive pulmonary disease (COPD), contraception and child health care. The practice also provided health promotion services including a flu vaccination programme and cervical screening.

## Why we carried out this inspection

We undertook a comprehensive inspection of Clayhall Clinic on 28 September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice overall was rated as Good, but requires improvement for the provision of safe services. The full comprehensive report following the inspection on 28 September 2016 can be found by selecting the 'all reports' link for Clayhall Clinic on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of Clayhall Clinic on 12 June 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

# Detailed findings

## How we carried out this inspection

During our visit we:

- Spoke with a range of staff (one GP practice manager and one GP)

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

At our last inspection on 28 September 2016, we rated the practice as requires improvement for providing safe services as we found that the practice did not have adequate hand washing facilities within the staff toilet.

We asked the provider to take action to remedy the above. We undertook a follow up inspection on 12 June 2017 and found that improvement had been made.

### Overview of safety systems and process

- The practice maintained appropriate standards of cleanliness and hygiene. We observed the premises to be clean and tidy, and saw that the practice had cleaning schedules in place which evidenced that the practice was regularly cleaned. There was an infection control protocol in place and staff had received up to date in-house training. Since our last visit, adequate

hand washing facilities had been installed within the staff toilet. We spoke with the practice regarding the lack of baby-changing facilities and were told that there is always an available room for patients which can be used for baby changing or feeding, or to speak to a receptionist in confidence.

### Monitoring risks to patients

Risks to patients were assessed and well managed.

- There were procedures in place for monitoring and managing risks to patient and staff safety. There was a health and safety policy available with a poster in the reception office which identified local health and safety representatives. The practice had up to date fire risk assessments and carried out regular fire drills. We saw documented evidence that fire alarms were tested by practice staff weekly.