

Harlow Road Surgery

Inspection report

1 Harlow Road
Rainham
RM13 7UP
Tel: 01708552072

Date of inspection visit: 24 June 2021
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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 well-led?

Good



Overall summary

We carried out an announced inspection at Harlow Road Surgery on 10 March 2020. The practice was rated Good in all key questions except for key question Well-led, which was rated requires improvement. At this inspection breaches of regulatory requirements were identified and the practice was issued with a requirement notice under regulation 17 (Good governance) of the Health and Social Care Act (Regulated Activity) 2014.

Following on from our inspection in March 2020, we conducted a desk-top review of key question Well-led at Harlow Road Surgery on 24 June 2021. This review was conducted remotely without a site visit.

Overall, the practice is rated as good.

The rating for key question Well-led following this review is as follows:-

Well-led - Good

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

Why we carried out this review

This desktop review was carried out to confirm that the practice had made improvements on the areas that we had identified at our last inspection. This report covers our findings in relation to those improvements.

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to obtain information from the provider to allow us to conduct the review remotely.

This included:

- Conducting staff interviews using video and telephone conferencing
- Requesting evidence from the provider

Our findings

We based our judgement of the quality of care at this service on a combination of:

- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as Good and good for all population groups.

We found that:

Overall summary

- The practice had systems in place to ensure that policies and processes were in place to facilitate the delivery of good quality care.
- The practice had clear instruction on what to do if staff wanted to raise concerns about the conduct of other staff.
- The patient participation group worked with the practice to achieve good quality and sustainable care.
- Patient surveys were used to improve the services delivered at the practice.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff remotely. In addition, the provider provided us with requested information prior to the date of the desk-top review.

Background to Harlow Road Surgery

Harlow Road Surgery is based at:

1 Harlow Road

Rainham

Essex

RM13 7UP

The provider is registered with CQC to deliver the following Regulated Activities:-

Diagnostic and screening procedures

Maternity and midwifery services

Treatment of disease, disorder or injury.

The practice is situated within the Havering Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 3,215. This is part of a contract held with NHS England.

The practice reception is open Monday to Friday from 8am to 6.30pm. GP appointments are available on Monday, Wednesday and Friday from 9.30am to 11.50am and from 4pm to 5.20pm, on Tuesday from 4pm to 5.20pm and on Thursday from 9.30am to 11.50am.

The practice nurse is available on Tuesday from 9am to 2.40pm and on Friday from 10.30am to 7.15pm.

The practice is part of a wider network of the local GP Primary Care Network (PCN). This PCN is made up of 17 GP practices within this geographical area.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth lowest decile (6 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 approximately 4% Asian, 84% White, 8% Black and 0.5% Mixed.

The practice is a single-handed practice with one female GP and one locum GP, who carry out nine appointment sessions each week. There is one practice nurse working two days per week. The clinical team are supported by a practice manager and five administration staff.

When the practice is closed, out of hours cover for emergencies is provided by Havering GP Federation and NHS 111 services.