

Dr Mahreen Chawdhery

Inspection report

3 Zero 6 Medical Centre
306 Lordship Lane
London
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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 safe?	Good	
Are services effective?	Good	
Are services caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive/focused inspection) at Dr Mahreen Chawdhery. Overall, the practice is rated as good.

Safe – good

Effective – good

Caring – good

Responsive – good

Well-led - good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Dr Mahreen Chawdhery 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.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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

- what we found when we inspected
- 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 provided care in a way that kept patients safe and protected them from avoidable harm. This included in respect of safeguarding, medicine management and safety risk assessments.
- Patients received effective care and treatment that met their needs.

Overall summary

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way, which was reflected in the latest results of the National Patient Survey.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should**:

- Take action to ensure medication reviews are fully documented on patients' records and the process is embedded into clinical practice.

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 team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Dr Mahreen Chawdhery

Dr Mahreen Chawdhery (also known as 306 Medical Centre) is located in East Dulwich, Southeast London.

The provider is registered with the CQC to deliver the Regulated Activities: diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Southeast London Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of 6,600. This is part of a contract held with NHS England.

Information published by Office for Health Improvement and Disparities shows deprivation with the practice population group is in the seventh decile (7 out of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic makeup of the practice area is 67.2% white, 18.7% Black, 6.1% Asian and 6.2% Other. The ratio of male to female distribution is 48% female and 52% male with 35% of the practice population aged under 30.

The practice consists of one clinical GP partner who is supported by a team of four GP's working between a range of 1-6 sessions per week. The practice has a practice nurse who is supported by a locum practice nurse. The practice are additionally supported through their PCN with a pharmacist and osteopath. The practice manager is supported by a team of administrators and receptionists.

The practice is open between 8am am to 6:30pm Monday to Friday (with the practice open until 7pm on Mondays and Tuesdays). The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Extended Primary Care Service, where appointments are available weekday evenings until 8pm and between 8am-8pm on Sundays.