The Palms Medical 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.

Ratings

Overall rating for this location	Good
Are services safe?	**Good**
Are services effective?	**Good**
Are services caring?	**Good**
Are services responsive?	**Requires improvement**
Are services well-led?	**Good**

Overall summary

We carried out an announced comprehensive inspection at The Palms Medical Centre on 9 January 2019 as part of our inspection programme.

At the last inspection in January 2018 we rated the practice as requires improvement for providing responsive and well-led services because:

- Patient satisfaction at getting through to the practice by telephone was significantly below the national average.
- The practice was not sufficiently proactive in identifying risks. This was evidence through the lack of a system to ensure that temporary nursing staff at the practice were working appropriately under patient group directions
- The cervical screening failsafe system had lapsed in the absence of a permanent practice nurse.
- The practice did not have a comprehensive strategy to encourage the uptake of cervical screening except for contacting women by text messaging and reminding women when they attended the practice for other reasons.

At this inspection, we found that the provider had satisfactorily addressed these areas except for attaining increased patient satisfaction levels as seen by some of the low scores achieved by the practice in the last published National GP Patient Survey.

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

- What we found when we inspected
- Information from our ongoing monitoring of data about services
- Information from the provider, patients the public and other organisations.

We have rated this practice as good overall, with key question responsive remaining as requires improvement.

We rated the practice as good for providing safe services because:-

- The practice had systems and processes in place to keep patients safe.
- Lessons were learned and improvements were made when things went wrong.
- The practice could demonstrate that had risk assessment in place in relation to safety issues

We rated the practice as good for providing effective services overall and across all the population groups because:-

- We saw that clinical staff assessed patient needs and delivered care and treatment in line with current legislation.
- The practice conducted quality improvement activities to help monitor the care and treatment provided.
- Clinical staff had the relevant skill, knowledge and experience to carry out their role.

We rated the practice as good for providing caring services because:-

- The practice gave timely support and information to patients.
- The practice respected patient's privacy and dignity.
- The had improved their knowledge regarding the numbers of carers within the practice. Staff were active in identifying carers.

We rated the practice as requires improvement for responsive services overall and across all the population groups because:-

- The practice continued to achieve low patient satisfaction levels with regards to patients accessing the surgery by telephone as shown in the latest published National GP Patient Survey results.
- Recent reviews on the NHS page for the practice were mixed with one of the recurring themes being access to the practice by phone and the attitude of some members of staff.
- Complaints were handled in line with recognised guidance. The practice learned lessons and acted to improve services as a result of complaints received.

We rated the practice as good for providing well-led services because:-

- The practice leaders had a vision and strategy for delivering quality care.
- Practice leaders looked after the safety and well-being of all staff at the practice.
- There was clear lines of responsibility, roles and systems to support good governance and management.

The areas where the provider **must** make improvements are:-

Overall summary

- Ensure effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The areas where the provider **should** make improvements are:-

- Review the practice current approach to following up notifications of failed attendance of children's appointments within secondary care.
- Regularly review that safety and medicine alerts received in the practice where there is a requirement to action, have been actioned.

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

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

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. The team included a GP specialist adviser and a practice manager adviser.

Background to The Palms Medical Centre

The Palms Medical centre is located in an area of residential housing in Newbury Park, Ilford, Essex. The practice is in a purpose-built building. There are bays for parking for patients with disabilities at the front of the practice. There are bus stops within 10 -15 ` minutes' walk from the practice.

There are approximately 7800 patients registered at the practice. Statistics shows moderate income deprivation among the registered population. Information published by Public Health England rates the level of deprivation within the practice population group as six on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The registered population is slightly higher than the national average for those aged between 24-44. Patients registered at the practice come from a variety of geographical and ethnic backgrounds including Asian, Western European, Eastern European and Afro Caribbean. Of the practice population, 57% have been identified as having a long-term health condition, compared with the CCG average of 43% and the national average of 51%.

Care and treatment is delivered by two GP partners (female and male) and two salaried GPs (female) who provide 22 sessions weekly. There are two Practice Nurses (female) and one healthcare assistant (female) who provide 10 sessions weekly. There are 11 administrative staff/reception staff who are led by a practice manager.

The practice is open from the following times: -

08:00 - 18:30pm (Monday, Tuesday, Wednesday, Thursday, Friday)

Clinical sessions are run at the following times: -

08:00 - 12:30; 13:30 - 18:00 (Monday, Tuesday)

08:30 - 12:30; 13:30 - 18:00 (Wednesday, Friday)

09:00 - 18:00 (Thursday)

The practice does not offer extended hours surgery.

Patients can book appointments in person, by telephone and online via the practice website.

Patients requiring a GP appointment outside of practice opening hours are advised to contact the NHS GP out of hours service on telephone number 111. The local CCG provides enhanced GP services which allowed patients at this practice to see a GP or Nurse at weekends.

The practice has a General Medical Services (GMS) contract and conducts the following regulated activities: -

•Diagnostic and screening procedures

•Treatment of disease, disorder or injury

•Maternity and midwifery services

•Family planning

•Surgical procedures

Redbridge Clinical Commissioning Group (CCG) is the practice's commissioning body

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance **The registered person had systems or process in place that failed to enable the registered person to effectively assess, monitor and mitigate the risks relating to the health, safety and welfare of service users, in particular with regards to not acting sufficiently on feedback to improve patient experience of accessing the service.**