

Albert Road & Britannia Village Surgery

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 caring?

Good 

Overall summary

We carried out an announced comprehensive inspection at Albert Road & Britannia Village Surgery on 3 May 2017. The overall rating for the practice was good. However, the rating for the practice providing caring services was requires improvement and we found five areas where the provider should improve. The full comprehensive report on the 3 May 2017 inspection can be found by selecting the 'all reports' link for Albert Road & Britannia Village Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 26 June 2018 to assess whether the provider was meeting legal requirements and areas it should improve that we identified in our previous inspection on 3 May 2017. This report covers our findings in relation to improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- Actions identified during risk assessments such as fire safety were remedied in a timely manner to mitigate the risk of harm to patients and staff.
- Locum GPs were trained to child protection level three as per statutory guidance.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Rates for childhood immunisations uptake and dementia reporting had improved.
- There was an effective process for managing cervical screening.

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 Care Quality Commission (CQC) lead CQC inspector and included a GP specialist adviser.

Background to Albert Road & Britannia Village Surgery

Albert Road and Britannia Village Surgery is part of AT Medics Limited who have been running the practice since July 2015. The practice operates across two sites; the main branch Albert Road is situated at 76 Albert Road, North Woolwich, London E16 2DY. The practice is based in a purpose-built building, located on a main road. It is well served by local bus routes and Docklands Light Railway (DLR) and London City Airport. Parking is available which includes disabled parking bays. Additional parking is available on surrounding streets. All parts of the premises are wheelchair accessible. The branch surgery named Britannia Village Surgery operates from 12a Wesley Avenue, London, E16 1TU.

The practice has an Alternative Provider Medical Services (APMS) contract (APMS contracts are provided under Directions of the Secretary of State for Health and can be used to commission primary medical services from traditional GP practices). The practice provides NHS primary care services to approximately 10,496 people living in the London Borough of Newham and is part of the NHS Newham Clinical Commissioning Group (CCG).

The practice is staffed by three male and one female GP, a female physician associate (physician associates work alongside doctors to provide safe and quality care to patients), and a male practice pharmacist, collectively

working 44 clinical sessions per week. They are supported by three female practice nurses, a female health care assistant (HCA), practice manager, assistant practice manager and eleven reception/administrative staff. The practice is a teaching practice for undergraduate medical students in their final year and a training practice for qualified GPs.

The practice's opening hours are from 8am to 6.30pm Monday to Friday and 9am to 1pm on Saturday. Out of hours services are provided by the Newham Out of Hours GP Hub and NHS 111 services when the practice is closed. Information on the Out of Hours services is provided to patients on the practice website as well as through practice leaflet and on posters. To assist patients in accessing the service, patients can use the online kiosk which is connected to the practice website to book appointments, request prescription and register as a new patient. Urgent appointments were available each day and GPs completed telephone consultations for patients.

Albert Road and Britannia Village Surgery is registered to provide the following regulated activities: Diagnostic and screening procedures, Treatment of disease, disorder or injury, Family planning, Maternity and midwifery, and Surgical procedures.

Are services caring?

We rated the practice as good for caring.

At our previous inspection on 3 May 2017, we rated the practice as requires improvement for providing caring services due to its below average GP Patient satisfaction results. We found there was insufficient action to improve and review patient outcomes relating to GPs and practice nursing care.

We told the practice it should improve in respect of these issues and found arrangements had improved when we undertook a follow up inspection of the service on 26 June 2018.

Kindness, respect and compassion

The most recent data GP Patient Survey results published July 2017 reflected survey data collected January to March 2017 and contained some scores that were below average. However, this data was collected prior to our previous inspection 3 May 2017 and therefore did not reflect

patient's experiences since 3 May 2017. At this inspection, 26 June 2018 the practice had used its GP Patient survey results to inform improvements and had conducted its own surveys to assess outcomes in terms of patient experiences.

Staff treated patients with kindness, respect and compassion.

- Feedback from patients was positive about the way staff treat people.
- Staff understood patients' personal, cultural, social and religious needs.
- The practice gave patients timely support and information.

Involvement in decisions about care and treatment

- The practice's GP patient survey results were in line with local and national averages except for one score that the practice had acted to improve and evaluate improvements.

Please refer to the evidence tables for further information.