

# East End Medical Centre

## Inspection report

61 Plashet Road  
Plaistow  
London  
E13 0QA  
Tel: 0208 470 8186  
No website

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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 effective?

Good 

# Overall summary

We carried out an announced focused inspection at East End Medical Centre on 15 February 2018. The overall rating for the practice was good but we rated it as requires improvement for providing effective services. We issued a warning notice for breach of Regulation 17 (Good governance) and a requirement notice of for a breach relating to nursing staff of Regulation 18 (Staffing) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We then undertook a focused inspection on 11 June 2018 to follow up the warning notice and found the provider had complied requirements under Regulation 17 (Good governance), but that it should introduce a programme of care record reviews for all clinical staff. The full comprehensive report on the 15 February 2018 and 11 June 2018 inspections can be found by selecting the 'all reports' link for East End Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 22 October 2018 to assess whether the provider was meeting legal requirements, particularly regarding Regulation 18 of the Health and Social Care Act (HCSA) (staffing), and arrangements for care record reviews for clinical staff. This report covers our findings in relation to improvements made since our 15 February 2018 and 11 June 2018 inspections.

Overall the practice is now rated as good.

Our key findings were as follows:

- Nursing staff were appropriately trained and undertook duties in accordance with their remit.
- Arrangements were in place to monitor clinical staff to provide of safe and effective patient care.

**Professor Steve Field** CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

## Population group ratings

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

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead CQC inspector with access to advice from a GP specialist adviser.

## Background to East End Medical Centre

The East End Medical Centre provides services to approximately 6150 patients in east London under a Personal Medical Services contract (an agreement between NHS England and general practices for delivering personal medical services). The practice is within the Newham Clinical Commissioning Group (CCG) and provides services including childhood immunisations, influenza and pneumococcal immunisations, and learning disabilities health checks.

The staff team consists of two female partner GPs, one male salaried GP, two long term locum GPs (one male and one female), a part time healthcare assistant, a full time female practice nurse, a part time practice manager and business manager, and administrative and secretarial staff.

The practice provides 24 GP sessions per week.

The premises are a three-storey adapted residential property accessible to patients with mobility difficulties with consulting rooms on the ground floor. The practice is open between 8am and 6.30pm Monday to Friday. Appointments with GPs are 9.30am to 12pm and 3.30pm to 6.30pm on Monday and Tuesday; and 9.30am to 12pm and 4pm to 6.30pm on Wednesday, Thursday and Friday.

Appointments with the nurse and the healthcare assistant can be made from 8.30am each morning. Patients can access extended hours appointments through a network hub of local practices on Mondays 6.30pm to 9pm and Saturdays 9am to 1pm, this service being provided by the local GP co-operative. In addition to pre-bookable appointments that can be booked up to four weeks in advance, urgent appointments are also available for people that need them. The practice provides an online appointment booking system and an electronic repeat prescription service.

The practice is registered with the Care Quality Commission as a partnership, to carry out the regulated activities of maternity and midwifery services, treatment of disease, disorder or injury, family planning, and diagnostic and screening procedures. The information published by Public

Health England rates the level of deprivation within the practice population group as three on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. 80% of people in the practice area were from Black or Minority Ethnic (BME) groups.

## Are services effective?

### **We rated the practice as good for providing effective services overall and across all population groups.**

At our 15 February 2018 inspection we rated the practice as requires improvement for providing effective services because nursing staff were working outside appropriate clinical boundaries and leadership and management staff were not aware of this. Nursing staff did not have the required level of understanding or training for duties they were undertaking including under the Mental Capacity Act 2005, and there were weaknesses in the process for practice nurse's appraisal. At the 11 June 2018 inspection concerns around nursing staff had been addressed, but we found the practice should introduce a programme of care record reviews for all clinical staff.

At this inspection 22 October 2018, the practice had embedded appropriate arrangements for nursing staff and there was effective oversight of all clinicians care.

### **Effective staffing**

Staff had the skills, knowledge and experience to carry out their roles.

- Nursing staff were working within appropriate clinical boundaries.
- A lead GP had reviewed nursing appointments retrospectively where needed, to ensure patient safety and care in line with best practice and requirements.
- The practice had ensured role-specific training and updating for nursing staff.
- Leaders and managers had sufficient understanding of clinical staff learning needs and related levels of competence through appraisal and clinical staff care record reviews.

**Please refer to the evidence tables for further information.**