

Kenwood Medical Centre

Inspection report

Kenwood Gardens
Ilford
Essex
IG2 6YG
Tel: 020 8551 2341
Website: n/a

Date of inspection visit: 6 February 2019
Date of publication: 25/03/2019

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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Kenwood Medical Centre on 6 February 2019 as part of our inspection programme.

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

- The practice management did not have sufficient oversight of the functions of the locum practice nurses.
- There was no clear process on the management of blank prescriptions held at the practice.
- Staff records were not kept up-to-date and safety alerts were not being received in the practice.
- The practice did not act on low patient satisfaction survey results. At this time, the practice was not aware of their most recent national patient survey results.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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 and
- Information from the provider, patients the public and other organisations.

We have rated this practice as good overall.

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 it received and distributed among relevant staff safety alerts.

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 good for responsive services overall and across all the population groups because:-

- Complaints were handled in line with recognised guidance. The practice learned lessons and acted to improve services as a result of complaints received.
- The practice offered extended hours surgery three times a week.
- Patients had access to booking appointments online as well as requesting repeat prescriptions.

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 practice engaged regularly with their patients through their patient participation group.

The areas where the provider should make improvements are:-

- Review the practice online presence.
- Review how receipt of safety and medicine alerts distributed within the practice are acknowledged.
- Review the frequency and recording of checks on the practice defibrillator.

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 Kenwood Medical Centre

Kenwood Medical Centre is located in an area of residential housing in Ilford, Essex. The practice is in a purpose-built building. There is parking at the front of the practice with bays for parking for patients with disabilities at the front of the practice. There are bus stops within 5-7 minutes' walk from the practice.

There are approximately 5950 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 seven on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. 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, 42% 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 one lead GP (male), one salaried GP (female) and one long-term session/locum GP (male) who provide 18 sessions weekly. There is one advance nurse practitioner (female), one practice

Nurses (female) and one healthcare assistant (female) who provide six sessions weekly. There are five administrative staff/reception staff who are led by a practice manager.

The practice is open from the following times: -

8am – 7:30pm (Monday)

8am – 6:30pm (Tuesday, Wednesday)

7:30am – 6:30pm (Thursday)

7:30am – 7:30pm (Friday)

Clinical sessions are run at the following times: -

08:00 - 12:30; 17:00 - 19:20 (Monday)

08:30 - 12:30; 15:00 – 18:20 (Tuesday, Wednesday)

07:30 - 12:30; 15:00 - 18:20 (Thursday)

07:30 - 12:30; 15:00 - 18:20 (Friday)

Extended hours surgery is available on a Monday, Thursday and Friday.

Patients can book appointments in person, by telephone and online.

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

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