

Upton Lane Medical Centre

Inspection report

75-77 Upton Lane
Forest Gate
London
E7 9PB
Tel: 02084716912
<www.Uptonlanesurgery.nhs.uk

Date of inspection visit: 9 December 2019
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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?

Good 

Are services well-led?

Good 

Overall summary

We previously carried out an announced comprehensive inspection of Upton Lane Medical Centre on 25 October 2018. Where we found the required improvements in the domains effective, caring and responsive and had breached regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We carried out an announced comprehensive inspection at Upton Lane Medical Centre on 9 December 2019 to review the improvements made.

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 have rated this practice as good overall and good for all population groups.

We found that:

At this inspection the practice had responded to the findings of the inspection of the 25 October 2018. For example:-

- The practice had responded to the GP survey and improved the access to patients via the telephone lines.

- The practice now carried out their own patient survey every six months and responded to negative feedback.
- The practice had taken action in response to the lower childhood immunisation and cervical smear results.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- The practice organised and delivered services to meet patients' needs. For example, the practice had responded to homelessness in the local community.
- 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:**

- Continue to review patients feedback and make improvements where appropriate. Particularly in response to patients access to the practice.
- Continue to respond and taken action to ensure the achievement of National targets for childhood immunisation and cervical screening.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

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 advisor, a practice manager specialist advisor and a second CQC inspector.

Background to Upton Lane Medical Centre

Upton Lane Medical Centre is located at:-

75-77 Upton Lane Forest Gate London E7 9PB

The service is commissioned by NHS Newham Clinical Commissioning Group (CCG) under a Personal Medical Services (PMS) contract to provide services to approximately 8,193 patients.

The practice is registered with the Care Quality Commission to carry on the regulated activities of maternity and midwifery services, family planning services, treatment of disease, disorder or injury, surgical procedures and diagnostic and screening procedures.

The practice is housed within a modern, purpose built building situated on a high street and surrounded by local businesses, shops and residential houses. The building is owned and managed by NHS property services and is easily accessible by public transport, it does not have a designated car park and parking on surrounding streets is generally for permit holders only; however, there are public car parks within walking distance of the practice.

The staff team at the practice includes two GP partners (male), and one partner GP (female), supported by locum GPs, a clinical pharmacist, a team of female nursing staff (part time advanced nurse practitioner, full time practice nurse and health care assistant). A full-time practice manager, and a team of reception and administrative staff. The practice also teaches medical students.

The practice is open from 8am to 6.30pm weekdays. Appointments are available each day from 8am to 6.30pm.

Extended hours are from offered 6.30pm to 7.30pm every weekday except Thursday. Outside these hours services are provided by the practice's out of hours provider who is contactable on a designated number. 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. 82% of people in the practice area are from Black and Minority Ethnic (BME)