

Sangam Surgery

Inspection report

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London
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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Sangam Surgery on 22 March 2022. Overall, the practice is rated as Good:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 7 February 2020, the practice was rated requires improvement overall (requires improvement for the key questions of safe and effective, good for the key questions of caring and responsive, and inadequate for the key question of well-led):

The full reports for previous inspections can be found by selecting the 'all reports' link for Sangam Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection to follow up on:

- Safety, including significant events follow up, recruitment, infection control, and elements of prescriptions management.
- Effective arrangements for staff induction, appraisal and training.
- Leadership and management to ensure effective systems for accountability and governance; such as systems to assess, monitor and improve standards of quality and safety, and identify and manage risks.
- This was a full comprehensive inspection that also included our inspection of the caring and responsive key questions.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site visit.

Overall summary

Our findings

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

We have rated this practice as Good overall

We found that:

- 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 although some clinical performance data was below targets such as cancer screening and childhood immunisations.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- 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 monitor and improve some areas of clinical performance such uptake rates for cancer screening, childhood immunisations, and the repeat prescribing of ACE Inhibitors.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a second inspector and a GP specialist advisor, and the inspection team undertook a site visit.

Background to Sangam Surgery

The Sangam Surgery merged its main premises site and two branch sites in October 2021 when it relocated into a single premises site at: 1 Toronto Avenue, Manor Park London, E12 5JF. The practice remains situated within the North East London Clinical Commissioning Group (CCG) and provides services under a Personal Medical Services (PMS) contract to approximately 10,400 patients.

The practice provides a full range of enhanced services including child and travel vaccines. It 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 staff team at the practice includes two GP Partners (one male and one female) providing 12 sessions per week and regular locums GPs collectively providing 18 sessions per week. There are three female practice nurses (one is a diabetic specialist nurse), a female healthcare assistant, and a pharmacist. Staff working at the practice via the PCN (Primary Care Network) include a social prescriber, a physiotherapist, and a physician associate. The clinical team are supported by a full-time practice manager, an assistant practice manager, and a team of summariser, reception, and administrative staff.

Core opening hours across are 8am to 6.30pm every weekday. GP appointments are available 8am to 6pm on Mondays and 9am to 6pm Tuesday to Friday. Appointments include face-to-face consultations, telephone consultations, video consultations, online consultations, pre-bookable appointments, and home visits are available for patients who need them. The practice provides extended hours appointments on Monday and Thursday at neighbouring practices sites from 6.30pm to 8.30pm in collaboration with the local PCN (Primary Care Network). Pre-bookable out of hour's appointments are provided via a 7 days access service 6.30pm to 10pm Monday to Friday and 8am to 8pm Saturday and Sunday. Patients telephoning when the practice is closed are advised to call NHS 111 service that has access to book GP Appointments.

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. The practice area has a higher percentage than national average of people whose working status is unemployed at 10% compared to 4% nationally), and a lower percentage of people over 65 years of age (9% compared to 17% nationally).