

Care Quality Commission

Inspection Evidence Table

East End Medical Centre (1-544067094)

Inspection date: 22 October 2018

Date of data download: 15 October 2018

Effective

Effective staffing

Any additional evidence

The practice ensured nursing staff were clear on their remit through meetings and formal communications such as appraisals.

Practice nursing staff consultation notes were reviewed in detail for patients from 1 May 2017 to 28 February 2018.

Practice nursing sessions were monitored by one of the GP partners for quality assurance purposes for two months during May 2018 and June 2018, and demonstrated effective systems and care .

Nursing staff received training in accordance with the role including mental capacity and cervical cytology (smears).

The practice had implemented:

- a. A call and recall protocol – to ensure patient information and choice with timely clinical care and follow up.
- b. A training matrix demonstrating completion of individual staff mandatory and supplementary training, this tracked and ensured appropriate staff competence and experience in accordance with their role.
- c. A clinical supervision and care records review policy to underpin safe and effective patient care, it included a clear framework for all roles of clinical staff to receive regular reviews of their practice from an appropriately skilled clinician.