

Dr Paramjit Wasu

Inspection report

275a Kings Road
Harrow
Middlesex
HA2 9LG
Tel: 020 8429 9966
www.firstchoicemedicalcare.co.uk

Date of inspection visit: 10 Feb 2020
Date of publication: 14/04/2020

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.

Overall summary

We carried out an announced focused inspection at Dr Paramjit Wasu on 10 February 2020 to review the improvements made following the inspection on the 25 June and 23 July 2019.

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 found that:

- The practice had made some improvements such as demonstrating they understood what to do should a patient's health deteriorate within the practice.
- Staff were now aware of their responsibilities in relation to cold chain monitoring.
- There were arrangements in place for monitoring emergency equipment.

However, there were still areas where insufficient improvements had been made:

- The practice did not have adequate infection control systems in place.
- Staff did not always have the information they needed to deliver safe care and treatment.
- The practice did not have systems for the appropriate and safe use of medicines.

- The practice did not have an effective system to learn and make improvements when things went wrong.
- Patients' needs were not always assessed and care and treatment was not always delivered in line with current legislation, standards and evidence-based guidance.
- There were significant gaps in patient care and treatment.
- The practice was unable to demonstrate that all staff had the skills, knowledge and experience to carry out their roles.
- Leaders could not demonstrate that they had the capacity and skills to deliver high quality sustainable care.
- The overall governance arrangements were ineffective.
- The practice did not have clear and effective processes for managing risks, issues and performance.
- The practice did not always act on appropriate and accurate information.
- The practice did not have effective arrangements in place to ensure emergency medicines were immediately accessible in the case of an emergency.

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 GP specialist advisor, a practice nurse specialist advisor and a second CQC inspector.

Background to Dr Paramjit Wasu

Dr Paramjit Wasu's practice (also known as First Choice Medical Care) is provided from a single surgery in a residential area of Harrow in North West London. The practice is located in an adapted residential property and is accessible to people with mobility needs on the ground floor. Consultations and treatments are provided on the ground and first floors. The first floor is accessible by stairs. There are good transport links with underground and overground stations nearby.

The practice has approximately 2500 registered patients. The local area is relatively affluent as measured by published socio-economic indicators and is ethnically diverse. A relatively high proportion of patients (13%) are aged over 75. There are below average numbers of children under four (4% of the practice population). The practice provides care to two care homes; a learning disability care home and one for palliative care.

At the time of our inspection, there was one GP (male) and one male and one female locum GP who provided a combination of 16 sessions a week. The practice manager provided full time hours and was supported by a part-time support consultant. The practice also

employed two part-time practice nurses who provided 25 hours a week collectively and a health care assistant/phlebotomist and four administrative/reception staff in post.

The practice is open between 8.30am and 6.30pm Monday to Friday. Appointments are available from 9am to 12pm and 4pm to 6pm daily. Extended hours surgeries are offered on Mondays and Fridays from 6.30pm to 7.30pm. In addition to pre-bookable appointments, urgent appointments are also available for people who need them.

The practice provides NHS services through a Primary Medical Services (PMS) contract and is part of the Harrow Clinical Commissioning Group (CCG) which is made up of 35 general practices. The practice is registered with the CQC to carry on the following regulated activities: diagnostic and screening procedures; family planning; treatment of disease, disorder or injury; and surgical procedures.

The full reports of previous inspections can be found by selecting the 'all reports' link for Dr Paramjit Wasu on our website at cqc.org.uk