

The Green Practice

Inspection report

Heart of Hounslow Centre for Health
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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We decided to undertake an announced, comprehensive inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

Is it safe?

Is it effective?

Is it caring?

Is it responsive?

Is it well led?

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 Requires Improvement overall.

We rated the practice as **Requires Improvement** for providing safe services because:

- The practice did not have clear systems and processes to keep patients safe.
- The practice did have appropriate standards of cleanliness and hygiene
- The practice had a system to learn and make improvements from significant events when things went wrong.

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Improve performance data which is significantly below local and national averages.
- Embed and sustain the practice's systems for checking and monitoring equipment taking into account relevant guidance and ensure that all equipment is well maintained.

We rated the practice as **Requires Improvement** for providing effective services because:

- Some performance data was significantly below local and national averages. Actions taken by the practice did not demonstrate an impact on improving these figures.
- The practice did have a wide range of clinical care plans which covered the key population groups.
- Staff worked together well with other organisations to deliver care and treatment.

We rated the practice as **Requires Improvement** for providing well led services because:

- The practice did not have clear and effective processes for managing risks, issues and performance.
- The practice demonstrated commitment to using data and information proactively to drive and support decision making.

We rated the practice as **good** for providing caring and responsive services because:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.

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

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
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 Care Quality Commission (CQC) inspector and included a GP specialist advisor.

Background to The Green Practice

The Green Practice is located at Heart of Hounslow Centre for Health, 92 Bath Road, Hounslow. TW3 3LN. The surgery has good transport links.

The provider is registered with CQC to deliver the Regulated Activities: diagnostic and screening procedures; treatment of disease, disorder or injury, and surgical procedures.

The Green Practice is situated within the Hounslow Clinical Commissioning Group (CCG) and provides services to just over 8000 patients under the terms of a General Medical Services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is an individual GP who registered with the CQC in January 2016. The practice employs one salaried

female GP and four locum GPs, a locum nurse, two health care assistants, one phlebotomist and a team of reception staff. The practice is affiliated with a primary care network.

The practice population demographics are comparable with the local and national averages. The National General Practice Profile states that 58% of the practice population is from an Asian background with 27% of the population originating from a white ethnic background. Information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>Care and treatment must be provided in a safe way for service users.</p> <p>How the regulation was not being met...</p> <p>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</p> <ul style="list-style-type: none">• Health and Safety risk assessments were limited and did not cover all relevant areas of Health and Safety including security of the premises. Relevant action plans from the assessments were not present. <p>The equipment being used to care for and treat service users was not used in a safe way. In particular:</p> <ul style="list-style-type: none">• One fridge containing vaccines wasn't monitored in line with requirements to maintain the cold chain of the vaccines stored.
Diagnostic and screening procedures Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>Systems or processes must be established and operated effectively to ensure compliance with the requirements of the fundamental standards as set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</p> <p>How the regulation was not being met...</p> <p>The registered person had systems or processes in place that operating ineffectively in that they failed to enable</p>

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Requirement notices

the registered person had maintained securely such records as are necessary to be kept in relation to persons employed in the carrying on of the regulated activity or activities. In particular:

- The practice had ineffective protocols and procedures to ensure recruitment files were up to date and held the necessary documentation.
- The practice had ineffective protocols and procedures to ensure staff were up to date with their mandatory training and their continuing professional development.