

Cricklewood GP Health Centre

Quality Report

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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 service

Good



Are services effective?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Cricklewood GP Health Centre on the 17 January 2017. The overall rating for the practice was Good. The rating for the effective domain was requires improvement. The full comprehensive report on the 17 January 2017 inspection can be found by selecting the 'all reports' link for Cricklewood GP Health Centre on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 8 November 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 17 January 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as Good.

Our key findings were as follows:

- The practice had ensured that all staff had received basic life support, child protection, infection control, fire safety, mental capacity act and information governance training relevant to their role.

- The practice had now ensured that all staff had received an annual appraisal to enable them to carry out the duties that they are employed to perform.
- Since May 2017, patients have had online access to book appointments and order prescriptions.

At our previous inspection on 17 January 2017, we rated the practice as requires improvement for providing effective services as the practice had not ensured that all staff were appropriately trained and appraised in order to carry out the responsibilities of their role. At this inspection we found arrangements for both training and appraising staff were robust and effective, therefore ensuring that staff had the skills, knowledge and experience to deliver effective care and treatment. Consequently, the practice is rated as good for providing effective services.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services effective?

The practice is rated as good for providing effective services.

- Mandatory training updates for safeguarding children, fire safety, basic life support and information governance had been undertaken.
- Systems were in place to ensure that the learning needs of both clinical and non clinical staff were identified through a system of appraisal.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



People with long term conditions

The practice is rated as good for the care of people with long term conditions. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia). As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



Cricklewood GP Health Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Cricklewood GP Health Centre

Cricklewood GP Health Centre provides primary medical services in Cricklewood, North West London to approximately 3600 registered patients and unregistered patients (approximately 27,000 a year). The practice is one of 62 practices within the Barnet Clinical Commissioning Group (CCG). The practice is registered with the Care Quality Commission to provide the regulated activity of treatment of disease, disorder and injury.

The clinical team comprises of one full time GP Director and one full time salaried GP (both male), three long term locum GP's (female) and one locum nurse practitioner (female). The non-clinical practice team consists of a practice manager and five administrative staff. The practice is supported by the corporate functions of the provider's head office, including finance and human resources. The practice provides a total of 16.5 sessions per week for registered patients and 17.5 GP sessions for unregistered patients (walk ins). In addition, the practice offered nurse practitioner appointments to both registered and unregistered patients.

The practice operates under an Alternative Provider Medical Services (APMS) contract, and is signed up to a number of local and national enhanced services (enhanced services require an enhanced level of service provision above what is normally covered under the core contract).

The provider runs two services from this location; a GP practice for registered patients and a walk in centre for patients with a minor injury or a medical condition that is non-life threatening. The practice reception telephone lines are open from 8.00am to 8.00pm seven days a week; the practice has a 24 hour appointment phone line. Appointments for registered patients are available from 8.00am to 6.15pm Monday to Friday and appointments for unregistered (walk in) patients are available from 8.00am to 8.00pm seven days a week including bank holidays.

The practice has opted out of providing out of hours services to their own patients between 6.30pm and 8.00am and directs patients to the out of hours provider for Barnet CCG.

The practice population is in the fourth most deprived decile in England. The practice population for children and working age people is higher than the CCG and national averages; for older people it is lower than the CCG and national averages. Of patients registered with the practice for whom ethnicity data was recorded, 42% are White other, 9% are Asian other and 7% are British or mixed British.

Detailed findings

Why we carried out this inspection

We undertook a comprehensive inspection of Cricklewood GP Health Centre on 17 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. The full comprehensive report following the inspection on 17 January 2017 can be found by selecting the 'all reports' link for Cricklewood GP Health Centre on our website at www.cqc.org.uk.

We undertook a focused follow up inspection of Cricklewood GP Health Centre on 8 November 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out a focussed follow up inspection of Cricklewood GP Health Centre on the 8 November 2017. This involved reviewing evidence that:

- Essential training updates for staff had taken place specific to their clinical or non-clinical roles in relation to basic life support, safeguarding children, infection control, fire safety, mental capacity act and information governance training. Reviewing the systems in place for ensuring that training updates were undertaken at regular intervals.
- There was an annual appraisal system in place for all staff. That annual appraisals had been carried out as appropriate for locum and non-clinical staff which identified their learning and development needs.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services effective?

(for example, treatment is effective)

Our findings

At our previous inspection on 17 January 2017, we rated the practice as requires improvement for providing effective services as the practice had not ensured that all staff were appropriately trained and appraised in order to carry out the responsibilities specific to their role.

These arrangements had improved when we undertook a focused follow up review on 8 November 2017. The practice is now rated as good for providing effective services.

When we inspected in January 2017, we found that essential training and appraisal had not taken place for both clinical and non-clinical staff and arrangements and systems were not effective, therefore we could not be certain that staff had the relevant skills, knowledge and experience to deliver effective care and treatment to the patient population. We found that not all staff had completed all mandatory training. We found three out of

six non-clinical staff had not undertaken safeguarding children level 1 updates as relevant to their roles; one of three clinical and two of six non-clinical staff had not received infection prevention and control training updates. Two of six non-clinical staff had not completed fire safety training. We also found two out of six non-clinical staff had not undertaken information governance training. During the visit we identified that none of the practice's non-clinical staff had received an annual appraisal.

We asked the provider to take action. At this inspection we found that all essential training and staff appraisal had taken place since our last visit for both clinical and non-clinical staff. Training was both online and face to face and was role specific. Systems had been reviewed and were effectively supporting staff in their professional development. This meant that staff had the clinical skills, knowledge and experience to deliver care and treatment to the practice's patient population.