

Dr Hugh Wright

Inspection report

40 Biddulph Mansions
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London
W9 1HT
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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 caring?

Good 

Overall summary

We carried out an announced focused inspection at Dr Hugh Wright on 3 December 2020. The overall rating for the practice was good, with the exception of key question caring which was rated requires improvement. The full report on the December 2020 inspection can be found by selecting the 'all reports' link for Dr Hugh Wright on our website at www.cqc.org.uk.

This review was an announced focused follow-up review carried out on 28 May 2021 to confirm that the practice continued to make improvements on areas that we had identified at our previous inspection held on 3 December 2020. This report covers our findings in relation to those improvements and also additional improvements made since our last inspection. This review of information was undertaken without carrying out a site visit.

Why we carried out this review

This review was a focused review of information without undertaking a site visit inspection to follow up on:

- The National GP Patient Survey results were lower than the CCG and England averages.
- Monitor and make improvements to the cervical screening and childhood immunisation outcomes.
- Monitor and review patient experience outcomes for caring and responsive services.
- Complete the findings of the fire risk assessment.
- Complete the findings of the infection prevention and control (IPC) audit.
- Review patients on repeat medications and link medications to diagnosis.

How we carried out the review

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 reviews differently.

This review was carried out in a way which enabled us to review information sent to us by the practice and to spend no time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider
- Asking for information from local stakeholders, such as; Healthwatch and the local Patient Participation Group (PPG).

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

We rated the practice as Good for caring services because;

- The National GP Patient Survey results had improved since the 2020 survey and were now in line with local and national averages.

Overall summary

In addition, the service had;

- Completed the recommendations from the July 2020 Fire risk assessment.
- Completed most of the recommendations from the November Infection Prevention and Control (IPC) audit and had planned the completion of the outstanding action.
- The service had reviewed patients on repeat medicines and linked medicines to diagnosis. This was checked by the services Clinical Pharmacist in their medicine reviews.

Whilst we found no breaches of regulations, the provider **should:**

- Continue to monitor and make improvements to the cervical screening and childhood immunisation outcomes.

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	Good 
Working age people (including those recently retired and students)	Good 
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 CQC lead inspector.

Background to Dr Hugh Wright

Dr Hugh Wright, also known as Maida Vale Medical Centre, is situated at 40 Biddulph Mansions, 210 Elgin Avenue, London W9 1HT. The practice provides NHS primary care services to approximately 6,700 people living in Maida Vale, North-West London through a General Medical Services (GMS) contract (a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract). The practice is part of the NHS Central London (Westminster) Clinical Commissioning Group (CCG).

The practice is registered with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder and injury and maternity and midwifery services.

The practice is led by the principal GP who undertakes nine sessions per week (predominantly management and administrative), two female and two male salaried GPs (totalling 20 clinical sessions per week), a full-time clinical pharmacist, a practice nurse (20 hours per week), a full-time healthcare assistant. The clinical team is supported by a full-time practice manager and deputy practice manager and four reception/administrative staff.

The practice is open between 8.30am to 6pm on Monday to Friday. Patients can also access evening and weekend appointments at a local GP Hub.

The practice is located in an area where the population is relatively young with approximately 65% residents under 50 years of age. The population is ethnically diverse. The information published by Public Health England rates the level of deprivation within the practice population group as seven on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice caters for a high proportion of patients experiencing a long-standing health care condition, 62% compared to the local average of 55% and a national average of 51%. There is a lower percentage of patients in paid work or full-time education, 46% compared to the local average of 58% and national average of 62%.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compare to females.