

# Westwood Clinic

## Inspection 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.

# Overall summary

We carried out a comprehensive inspection of Westwood Clinic on 13 December 2018. The practice was rated as inadequate overall with ratings of inadequate for providing safe and well led services, requires improvement for providing effective and caring services and good for providing responsive services. As a result of the findings on the day of the inspection the practice was issued with a warning notice for Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance).

We carried out a comprehensive inspection of Westwood Clinic on 9 July 2019. The practice was rated as inadequate overall with ratings of inadequate for providing safe, effective, and well led services, requires improvement for caring services and good for responsive services. Following our announced comprehensive inspection on 9 July 2019, we took urgent action to suspend Westwood Clinic's CQC registration and prevent the provider from delivering regulated activities. During the period of suspension, a caretaking practice was put in place by the local clinical commissioning group and NHS England to ensure delivery of services for patients and to implement improvements.

You can read our findings from all of our previous inspections by selecting the 'all reports' link for Westwood Clinic on our website at .

This inspection was an announced focused inspection to review in detail the actions taken by the practice during the suspension period to improve the quality of care.

At this inspection we found:

- The practice had started to implement new systems and processes and improve others, to ensure the care provided was safe and effective. However, these systems needed to be fully embedded.

- The practice had taken action for the most recent safety alerts and had also actioned historic safety alerts which had previously not been managed appropriately.
- The practice planned to review all patients on a repeat medicine and prioritised those over 75, under 5 and those diagnosed with a long-term condition. At the time of inspection, the practice had completed 470 of approximately 3,200 medicine reviews.
- The practice had started to implement a system of support and review for clinicians. After each clinical session, time was blocked out for the lead GP to support members of the clinical team.
- The practice had not rectified coding issues and a six-year-old child remained incorrectly coded as having a diagnosis of Chronic Obstructive Pulmonary Disease (COPD).
- The practice had started to engage external partners in multidisciplinary team meetings.
- The practice had a visit by Cambridgeshire Fire & Rescue Service and a review of the building fire safety arrangements and the previous risk assessment found the practice to be compliant.
- The practice had started a series of patient surveys to gauge patient satisfaction on the areas for improvement identified from previous National GP patient surveys.

Following our announced comprehensive inspection, we lifted the suspension of Westwood Clinic's CQC registration which allowed the Provider to deliver regulated activities. This service remains in special measures.

**Dr Rosie Benneyworth BM BS BMedSci MRCGP** Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a second CQC inspector.

## Background to Westwood Clinic

Westwood Clinic is located in Westwood which is a residential area of the city of Peterborough, Cambridgeshire in the United Kingdom. The practice provides services for approximately 5,000 patients under a Personal Medical Services (PMS) contract commissioned by NHS Cambridgeshire and Peterborough Clinical Commissioning Group.

The practice is managed by three GP partners who are supported by clinical staff; three part time salaried GPs, three advanced nurse practitioners, one practice nurse and two healthcare assistants. The practice also employs a practice manager and a team of reception, clerical and administrative staff. We found the practice were registered incorrectly and the partners listed on the registration were not correct.

The practice opens between the hours of 8am and 6.30pm, Monday to Friday. Outside of practice opening hours patients are able to access pre-bookable evening and weekend appointments through a network of local practices. In addition to this, a service is provided by Herts Urgent Care, by patients dialling the NHS 111 service.

According to Public Health England information, the patient population has a slightly higher than average number of patients aged 18 and under compared to the average across England. It has a slightly lower number of patients aged 65 and over, aged 75 and over and aged 85 and over compared to the practice average across England. Income deprivation affecting children and older people is significantly higher than the practice average across England.