

Dr Hugh Wright

Inspection report

40 Biddulph Mansions
210 Elgin Avenue
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 safe?

Good 

Are services caring?

Good 

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dr Hugh Wright on 4 July 2017. The overall rating for the practice was Good, however the practice was rated as requires improvement in relation to providing 'caring' services. The full comprehensive report on the July 2017 inspection can be found by selecting the 'all reports' link for Dr Hugh Wright on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 22 August 2018 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 4 July 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 appropriate equipment in place to support patients in an emergency.
- The practice had addressed patients areas of concern which was now reflected in the improved GP patients survey results.
- The practice had implemented process to improve the identification of patients with caring responsibilities so their needs can be met.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Our inspection team

The focused review was carried out by a CQC Inspector.

Background to Dr Hugh Wright

Dr Hugh Wright, 40 Biddulph Mansions, 210 Elgin Avenue, London W9 1HT provides GP primary care services through a General Medical Services (GMS) contract to approximately 7000 people living in Maida Vale, North West London. The services are provided from a single

location. 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.

Are services safe?

At our previous inspection carried out in July 2017 we found the practice did not have adequate arrangements to respond to emergencies and major incidents as they did not have a defibrillator. They had carried out an informal risk assessment which was based on the fact that there was an ambulance service approximately five minutes from the surgery.

These arrangements had significantly improved when we undertook a follow up desk based review on 22 August 2018. We received evidence to confirm the practice had purchased a defibrillator, therefore had adequate arrangements to respond to emergencies and major incidents.

Are services caring?

At our previous inspection carried out in July 2017 we found data from the national GP patient survey showed patients rated the practice lower than others for several aspects of care.

We found these results had significantly improved when we undertook a follow up desk based review on 22 August 2018.

The latest national GP patient survey results were published in July 2018. Although the practice results were less than CCG and national averages in some areas, the practice scores had improved. There were 423 survey forms distributed and 78 were returned. This represented 19% response rate and 1.1% of the practice's patient list.

- At the last inspection in July 2017 68% of patients said the last GP they spoke to was good at treating them with care and concern compared to the CCG average of 80% and the national average of 86%. At this review we saw 78% of patients said the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment compared to the CCG average of 83% and the national average of 87%

- At the last inspection in July 2017 67% of patients said the nurse was good at listening to them compared with the clinical commissioning group (CCG) average of 86% and the national average of 91%. At this review we saw 77% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment compared to the CCG average of 84% and the national average of 89%

- At the last inspection in July 2017 72% of patients said the nurse gave them enough time compared with the CCG average of 87% and the national average of 92%. At this review we saw 81% said the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment compared to the CCG average of 82% and the national average of 87%

- At the last inspection in July 2017 59% of patients said the last nurse they saw was good at involving them in decisions about their care compared to the CCG average of 78% and the national average of 85%. At this review we saw 96% said they were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment compared to the CCG average of 90% and the national average of 93%

Patient and carer support to cope emotionally with care and treatment

At our last inspection in July 2017 we found the practice had identified less than 1% of their patients as carers.

At this review we received evidence to show they now have 69 patients on their carers register, which is approximately 1% of their total patient list. Written information was available to direct carers to the various avenues of support available to them.