

Dr Hugh Wright

Inspection report

40 Biddulph Mansions
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London
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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 an announced comprehensive inspection of Dr Hugh Wright, also known as Maida Vale Medical Centre, on 11 February 2020 when the practice was rated inadequate overall (inadequate in safe and well-led and requires improvement in effective, caring and responsive) and placed in special measures. At that inspection we issued warning notices for breaches of Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance).

The full comprehensive report on the 11 February 2020 inspection can be found by selecting the 'reports' link for Dr Hugh Wright on our website at www.cqc.org.uk.

At this inspection on 4 May 2020, we undertook an announced desk-based focused inspection to follow-up on the warning notices issued on 2 March 2020 in relation to Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance). As part of the desk-based inspection the provider submitted documentary evidence to demonstrate compliance with the findings of our previous inspection and we spoke with the Lead GP and a salaried GP by telephone. We did not review the ratings awarded to this practice at this inspection.

At this inspection we found that the provider had made improvements and had implemented systems and processes in relation to the management of patients on high-risk medicines, patient safety alerts and clinical supervision and oversight. Although improvements had been made around safeguarding, further improvement was required in relation to the review of safeguarding risk registers and safeguarding training.

We are mindful of the impact of COVID-19 pandemic on our regulatory function. This meant we took account of the

exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

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

1. Review the safeguarding children and adult risk registers.
2. Review the safeguarding children and adult training requirements for staff.

The service will remain in special measures and this will be reviewed at a follow-up comprehensive inspection in line with our inspection criteria. This will be kept under review and if needed could be escalated to urgent enforcement action. Where necessary, another inspection will be conducted within a further six months, and if there is not enough improvement, we will move to close the service by adopting our proposal to remove this location or cancel the provider's registration. Special measures will give people who use the service the reassurance that the care they get should improve.

Details of our findings and the evidence supporting our decisions are set out in the evidence table.

Dr Rosie Benneyworth BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

The desk-based inspection was undertaken 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, surgical procedures, family planning and maternity and midwifery services.

The practice is staffed by two salaried GPs and three locum GPs who work a combination of full and part-time hours. The practice employs one practice nurse, a healthcare assistant, a practice manager and five 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.