

Westseven GP

Inspection report

Hanwell Health Centre
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London
W7 1DR
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Date of inspection visit: 27 July 2022
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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?

Requires Improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive at Westseven GP on 27 July 2022. Overall, the practice is rated as **Good**.

Safe - Requires improvement

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

This was a comprehensive inspection. This was a new registration and we carried out this inspection as part of our regulatory functions.

At this inspection we covered all key questions:

- Are services safe?
- Are services effective?
- Are services caring?
- Are services responsive?
- Are services well-led?

How we carried out the inspection

Throughout the pandemic, CQC has continued to regulate and respond to risk. At this inspection, we visited the practice which included:

- Conducting staff interviews.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.

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 have rated this practice as Good overall. We rated the practice as requires improvement for providing safe services.

We found that:

Overall summary

- The practice did not have any formal monitoring system in place to assure themselves that blank prescription forms and handwritten pads were recorded, and their use was monitored in line with national guidance.
- Patients received effective care and treatment that met their needs, with the exception of those relating to the monitoring of some high risk medicines.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The Patient Participation Group (PPG) was active.
- The practice carried out repeated clinical audits.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

We found a breach of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.

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

- Carry out appropriate health checks during the recruitment process.
- Arrange sepsis awareness training.
- Develop a system to monitor repeat prescription box to ensure requesting and collecting repeat prescriptions process works effectively.
- Continue to encourage and monitor cervical cancer screening and childhood immunisation uptake rates.
- Review the process of identifying carers to enable them to access the support available via the practice and external agencies.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor. They undertook a site visit and spoke with the staff and completed clinical searches and records reviews.

Background to Westseven GP

Westseven GP is located in the Hanwell area in West London at:

Westseven GP

Hanwell Health Centre

20 Church Road

London

W7 1DR

We visited this location as part of this inspection activity. The practice is located in a purpose-built shared property. The practice is fully accessible.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures, family planning and treatment of disease, disorder or injury.

The practice is situated within the North West London Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 5,100. This is part of a contract held with NHS England.

The practice is part of the Greenwell Primary Care Network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the fifth lowest decile (four of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 63% White, 16% Asian, 11% Black, 5% Mixed, and 4% Other.

The majority of patients within the practice are of working age. The working age practice population is higher and the older people practice population is lower than the national average.

There is a principal GP and two salaried GPs. Two GPs are male and one female. The practice employs a practice nurse and two health care assistants. The principal GP is supported by a practice manager, finance manager and a team of administrative and reception staff. The clinical pharmacists (employed by the local PCN) are offering sessions at the practice.

The practice is open between 8am and 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided at the practice on Saturdays between 9am and 1pm.

Extended access is provided locally by the PCN, where late evening and weekend appointments are available. Out of hours services are provided by Practice Plus.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

| Regulated activity | Regulation |
|--|---|
| Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury | <p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <p>The registered person had not done all that was reasonably practicable to mitigate risks. In particular, we found:</p> <ul style="list-style-type: none">• Blank prescription forms for use in printers and handwritten prescription pads were not recorded and tracked through the practice. The practice did not have a formal monitoring system for this.• Our clinical records searches found some issues related to the use of medicines ‘angiotensin-converting enzyme (ACE) inhibitors/ angiotensin receptor blockers (ARBs)’ (used to treat high blood pressure and heart problems) and asthma reviews were not always carried out in a timely manner. <p>This was in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p> |