

# The Sunflower Medical Centre

## Quality 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.

## Ratings

### Overall rating for this service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at The Sunflower Medical Centre on 18 February 2016. The overall rating for the practice was good and requires improvement for providing safe services. The full comprehensive report on the February 2016 inspection can be found by selecting the 'all reports' link for Sunflower Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced desk-based review carried out on 14 September 2017, 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 18 February 2016. 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:

- Recruitment arrangements included all the necessary checks for all staff.
- The business continuity plan had been completed and included emergency contact details for staff.
- Not all staff had undertaken basic life support training updates.
- Although there was a system in place to identify and support carers, the number of carers registered with the practice had not improved since the previous inspection.

The areas where the provider should make improvements are:

- Ensure that all staff undertake annual basic life support training.
- Monitor and continue to review the system that identifies carers and consider ways to improve the number of carers registered with the practice.

**Professor Steve Field CBE FRCP FFPH FRCGP**  
**Chief Inspector of General Practice**

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is now rated as good for providing safe services as improvements had been made

- Recruitment arrangements included all the necessary checks for all staff.
- The business continuity plan had been completed and included emergency contact details for staff.
- However, not all staff had undertaken basic life support training updates.

**Good**



## Summary of findings

# The Sunflower Medical Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The inspection team was carried out a CQC Inspector.

## Background to The Sunflower Medical Centre

The Sunflower Medical Centre operates from 116 Chaplin Road, Wembley, Brent HA0 4UZ. The premises are in a purpose built building co-located with four other GP practices. The practice provides NHS services through a General Medical Services (GMS) contract to 2764 patients. It is part of the NHS Brent Clinical Commissioning group (CCG) within the Kingsbury and Willesden locality. There is on site patient parking, with easy access to public transport.

The practice's clinical staff comprises of two GP partners (female) providing a total of nine GP sessions. There are two practice nurses (female) who work 17 hours. The practice's administrative team is made up of a practice manager, three receptionists and an administrator. The practice is open between 8.30am and 7.15pm Monday and Thursday, 8.30 to 6.30pm Tuesday and Friday, and 8.30 to 1.30pm on Wednesday. Appointments for the GPs are from 9.00am to 11.00am every morning. Afternoon appointments are from 4.30pm to 6.45pm on Monday and Thursday, 4.30pm to 6.30pm Tuesday and Friday. Extended hours appointments are offered from 6.30pm to 7.15pm on

Monday and Thursday. Appointments can be pre booked up to six weeks in advance. The practice offers telephone consultations and home visits are available and need to be requested by phone before 10.00am.

The practice has opted out of providing an out-of-hours service. Patients calling the practice when it is closed are informed about the NHS 111 service and details of the local out-of-hours service provider. Information is provided on the practice website regarding the NHS 111 service. The patient profile for the practice indicates a population of working age people comparable to the national average, with a higher proportion of adults in the 30 to 39 age range. There are a slightly higher proportion of children and young people but fewer older people in the area compared to the national average.

Regulated activities the practice is registered for include, treatment of disease, disorder or injury; diagnostic and screening procedures and maternity and midwifery services.

## Why we carried out this inspection

We undertook a comprehensive inspection of Sunflower Medical Centre on 18 February 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good and requires improvement for providing safe services. The full comprehensive report following the inspection on February 2016 can be found by selecting the 'all reports' link for Sunflower Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Detailed findings

We undertook a follow up desk based focused inspection of Sunflower Medical Centre on 14 September 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

## How we carried out this inspection

We carried out a desk-based focused inspection of Sunflower Medical Centre on 14 September 2017. This involved reviewing evidence that:

- Recruitment arrangements included all the necessary checks for all staff.
- The business continuity plan had been updated.
- All staff had undertaken basic life support training.
- Systems were in place to identify and support carers.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

**At our previous inspection on 18 February 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of recruitment checks were not adequate.**

**These arrangements had significantly improved when we undertook a follow up inspection on 14 September 2017. The practice is now rated as good for providing safe services.**

### Overview of safety systems and process

At the last inspection, recruitment arrangements had not included the necessary employment checks for three newly recruited staff. At this inspection, the practice had made improvements. When we reviewed their personnel files, we found appropriate recruitment checks had been undertaken. For example, proof of identification, evidence of satisfactory conduct in previous employments in the form of references, qualifications, registration with the appropriate professional body and the appropriate checks through the Disclosure and Barring Service.

### Monitoring risks to patients

At the last inspection, not all staff had received up to date annual basic life support training. At this inspection, we found that two of the eight training records we reviewed were still overdue update training in basic life support training. The practice told us that when staff attended the basic life support training in November 2016, two staff did not attend and had last attended training in 2014 and 2015 respectively. After the inspection, the practice told us that training would be arranged for all staff.

### Arrangements to deal with emergencies and major incidents

At the last inspection, the business continuity plan was incomplete and did not contain emergency contact numbers for staff. At this inspection, the business continuity plan in place for major incidents such as power failure or building damage now included emergency contact numbers for staff.