

Wentworth Medical Practice

Inspection report

38 Wentworth Avenue
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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 effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Requires Improvement	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive at Wentworth Medical Practice 22 August 2022. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring - Good

Responsive – Requires Improvement

Well-led - Good

Following our previous inspection on 17 October 2017, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Wentworth Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in response to risk specifically regarding child immunisation rates, cervical screening uptake rates and regarding low levels of patient satisfaction on phone access.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing and on site.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

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 found that:

Overall summary

- Leaders were aware of low patient satisfaction regarding phone access. They outlined a range of improvement activity including recent introduction of a clinician led appointment triage system. We noted initial patient feedback had been positive.
- Leaders were aware of the practice's performance on cervical screening uptake. A range of interventions had been introduced and unverified practice data indicated a significant performance improvement.
- When something went wrong, there was an appropriate review involving all relevant staff and people who used the service.
- There was a strong focus on continuous learning and improvement at all levels of the organisation. For example, we saw evidence that learning points from complaints and significant incidents had been discussed and used to improve the service. Clinical audit was also used to drive improvements in health outcomes.
- Practice management arrangements supported the delivery of high-quality and person-centred care.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to monitor and take action to improve cervical screening and child immunisation uptake rates.
- Continue to monitor and take action to improve patient satisfaction regarding phone and appointments access.

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 who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Wentworth Medical Practice

Wentworth Medical Practice is located in Barnet, North London and has a patient list of approximately 12,000. The practice is part of the North Central London Integrated Care system and has a deprivation score of 7 out of 10 (1 being the most deprived). Wentworth Medical Practice cares for a diverse population (with approximately 30% of its patients from Black and minority ethnic backgrounds).

The practice holds a General Medical Service (GMS) contract with NHS England. This is a contract between general practices and NHS England for delivering primary care services to local communities. The practice is open between 8:00am and 6:30pm Monday to Friday with appointments available from 8:30am to 6:00pm.

Extended hours surgeries are offered Monday to Friday from 6.30pm to 9:00pm and 8:00am to 12:30pm at weekends. Outside of these times, patients are referred to a local out-of-hours provider. Details of how to access the service are displayed in reception and on the provider's website.

The services provided include child health care, ante and post-natal care, immunisations, sexual health and contraception advice, management of long-term conditions and smoking cessation clinics.

There are four GP partners (one female, three male) and six salaried GPs (four female, two male). There is one female Nurse Practitioner, one female Practice Nurse, two female Health Care Assistants, a Practice Manager, a Business Manager, Reception Team Manager and a range of administrative and reception staff.

We were advised that a branch location is located at Audley Medical Practice, 86 Audley Road, Hendon, London, NW4 3HB. The branch location was not visited as part of this inspection.