

The Sunflower Medical Centre

Inspection report

116 Chaplin Road
Wembley
HA0 4UZ
Tel: 02087957979

Date of inspection visit: 07 December 2020
Date of publication: 10/02/2021

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?	Good	
--	------	---

Are services well-led?	Good	
------------------------	------	---

Overall summary

We carried out an announced comprehensive inspection at Sunflower Medical Centre on 07 December 2020 which included a remote clinical records review to follow up on breaches of regulation identified in a comprehensive inspection in January 2020 where we found:

- The provider did not have systems to ensure that care was conducted in a safe manner.
- The provider did not have governance structures that were effective.

The practice was therefore placed in special measures.

This inspection on 07 December 2020 found significant improvements had been made and the practice has demonstrated the capacity to sustain and continue to improve. We are mindful of the impact of COVID-19 pandemic on our regulatory function. We will continue to discharge our regulatory and enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

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 and good for all population groups except Working age people (including those recently retired and students) which was rated “Requires Improvement”.

We found that:

- Patients received effective care and treatment that met their needs. The practice had systems in place to conduct evidence-based care and monitor their performance.
- Published practice performance data showed that the practice was performing in line with most current performance targets and where there was minor discrepancy the practice demonstrated awareness and an appropriate action plan to improve.
- The practice demonstrated ongoing quality improvement activity with clinical audits in operation.
- The practice had systems in place to manage risks.
- The practice demonstrated clear systems of governance in place to learn from complaints, incidents and feedback.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

Overall summary

- Review the practice protocols so that all staff have the appropriate authorisations to administer medicines through signed Patient Specific Directions.
- Ensure all health and safety documents associated with the practice are accessible to the them.
- Ensure that all complaints received are investigated and that necessary and proportionate action was taken in response to any failure identified by the complaint or investigation.
- Explore and expand upon learning initiatives within the practice through specific, targeted staff activities.
- Continue to monitor performance data for childhood immunisations, bowel screening, breast screening and cervical smear screening. 'I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service'

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Requires Improvement	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) inspector and included a GP specialist advisor.

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 and owned by NHS Property Co. Services. The practice is currently part of a wider network of GP

practices called Harness Care Federation. There is on site patient pay and display parking with easy access to public transport.

The practice is regulated by the Care Quality Commission to provide treatment of disease, disorder or injury; diagnostic and screening procedures and maternity and midwifery services.

The practice provides NHS services through a General Medical Services (GMS) contract to approximately 3,200 patients. It is part of the NHS Brent Clinical Commissioning group (CCG) within the Kingsbury and Willesden locality.

The practice's clinical team is led by two GP partners, two nurses and one healthcare assistant. There are two additional locum GPs also on the staffing list. A clinical pharmacist provided by the primary care network works on Monday and Wednesday morning alongside the practice's administrative team which is made up of a practice manager, receptionists and an administrator. The practice also has a social prescriber who works Friday mornings and mental health liaison nurse who works alternative Friday afternoons.

The practice is open between 8.00am and 6.30pm Monday to Friday and extended hours are provided between 6.30pm and 7pm on Monday, Tuesday, Thursday and Friday. The practice offers telephone consultations and home visits are available and need to be requested by phone. 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. Services provided include child health surveillance,

chronic disease management, minor surgery, family planning, travel vaccinations, phlebotomy and health promotion.