

The Law Medical Group Practice

Inspection 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 location

Good 

Are services safe?	Requires improvement 
Are services effective?	Good 
Are services caring?	Good 
Are services responsive?	Good 
Are services well-led?	Good 

Overall summary

We carried out an announced comprehensive inspection at The Law Medical Group Practice on 21 May 2019 as part of our inspection programme.

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 because:

- While the practice had many systems, practices and processes to keep people safe and safeguarded from abuse, improvements were needed for the appropriate and safe use of some high-risk medicines.

We rated the practice as **good** for providing effective, caring, responsive and well-led services because:

- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- The practice organised and delivered services to meet patients' needs. Although some patients stated there were delays in receiving an appointment.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

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

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

- Improve the monitoring and security of blank prescriptions stored in consulting rooms.
- Improve the recording of fire drills.
- Continue to review and improve patient satisfaction with their overall experience of making an appointment.

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)	Good	
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 CQC lead inspector. The team included a GP specialist advisor and a practice manager advisor.

Background to The Law Medical Group Practice

The Law Medical Group Practice has two registered locations. This report relates to the practice located in Willesden, London.

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

Law Medical Group Practice is situated within the Brent Clinical Commissioning Group (CCG) and provides services to approximately 18,000 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of three GPs and one non-clinical partner who registered with the CQC in November 2018. Staff who work at the Willesden practice include: two GP partners (male and female), eight salaried GPs (male and female), two clinical pharmacists

(female), an advanced nurse practitioner (female), a practice nurse (female), a phlebotomist (female), a health care assistant (female), a managing partner (male), an operations manager (female), and several receptionists/administrators.

The age range of patients is predominantly 15 to 64 years. The practice has a lower percentage of patients aged over 65 years when compared to the national average. The National General Practice Profile states that 29% of the practice population is from an Asian background, 22% originating from a black background, and a further 11% of the population originating from mixed or other non-white ethnic groups. Information published by Public Health England rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 88 years compared to the national average of 83 years.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is 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>Care and treatment must be provided in a safe way for service users. The provider had failed to ensure the proper and safe management of medicines. In particular:</p> <ul style="list-style-type: none">• There were shortfalls in the monitoring and repeat prescribing for patients taking methotrexate and azathioprine. <p>This was in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>