

# Kenton Bridge Medical Centre

## Inspection report

155-175 Kenton Road  
Harrow  
Middlesex  
HA3 0YX  
Tel: 020 8907 6989  
Website: [www.kbmc.org.uk](http://www.kbmc.org.uk)

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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 Kenton Bridge Medical Centre on 16 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 and good for all population groups.**

We rated the practice as requires improvement for providing safe services because:

- There were gaps in safety systems. This was in relation to emergency medicines, significant events and staff immunisations.

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. Patients could access care and treatment in a timely way.
- The practice had a strong visible and managerial leadership and a strong focus on continuous learning and improvement at all levels of the organisation.

- While mental capacity act training was up to date, not all clinicians were fully aware of the principles of consent.

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

- Ensure care and treatment is provided in a safe way for patients.
- Ensure that persons employed receive such appropriate support, training and supervision as is necessary to enable them to carry out the duties they are employed to perform.

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

- Improve on the monitoring and review of patients on high-risk medicines.
- Ensure that the safeguarding policy takes into account patients accessing online services.
- Continue to monitor that emergency equipment is in good working order.
- Continue to monitor and improve in the clinical areas where performance is not as expected.
- Improve the recording of multidisciplinary team meeting minutes.
- Continue to monitor and improve on patient satisfaction scores.

**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

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a practice manager specialist adviser.

## Background to Kenton Bridge Medical Centre

Kenton Bridge Medical Centre is located at 155-157 Kenton Road, Harrow, Middlesex, HA3 0YX. The surgery is located on the ground floor of a purpose-built building. Residential flats are situated on the top floor and the practice shares the premises with another GP surgery. There are good transport links and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury. Kenton Bridge Medical Centre is situated within the Harrow Clinical Commissioning Group (CCG) and provides services to 6,989 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of one female and two male GPs, effective from 2018. The practice employs three salaried GPs and provide a combination of 31 sessions a week. Also employed are a practice manager, an assistant practice manager, a business manager, one practice nurse and five administration and reception staff.

The practice has a large proportion of working age patients and a lower than average number of patients aged over 75. The National General Practice Profile states that 54% of the practice population is from an Asian background with a further 14% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 86 years compared to the national average of 83 years.

The practice is open between 8.00am and 6.30pm on Monday to Friday and extended opening hours are offered between 6.30pm and 7.00pm on Monday. When the practice is closed, patients are directed to NHS 111.

Services provided include chronic disease management, childhood immunisations, phlebotomy, health promotion.

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 Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>How the regulation was not being met</b></p> <p><b>There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance.</b></p> <p><b>In particular we found:</b></p> <ul style="list-style-type: none"><li>• Not all recommended emergency medicines were available at the practice. A risk assessment had not been carried out to determine the range of medicines held.</li><li>• There were no immunisation records for diphtheria and tetanus.</li><li>• The significant event policy did not clearly identify what constituted a significant event. Not all staff received learning from significant events as the system was not operating effectively.</li><li>• Not all staff were aware of the business continuity plan in place.</li><li>• Fire drill records did not provide detail such as the assessment of the fire drill or the remedial action required.</li><li>• Training records showed that some staff had last received infection control training in 2017.</li></ul> <p><b>This was in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</b></p>
Diagnostic and screening procedures Family planning services Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 18 HSCA (RA) Regulations 2014 Staffing</p> <p><b>How the regulation was not being met</b></p>

This section is primarily information for the provider

## Requirement notices

- Not all clinicians were fully aware of the principles of consent.

This was in breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.