

The Fryent Way Surgery

Inspection report

22 Fryent Way
London
NW9 9SB
Tel: 0208 9050355
www.thefryentwaysurgery.nhs.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

Requires improvement 

Are services safe?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Requires improvement 

Overall summary

We carried out an announced comprehensive inspection at Fryent Way Surgery on 1 August 2019. We previously inspected this practice on 28 June 2018. At that inspection we rated the practice as requires improvement overall as we found breaches of Regulations 12, 17 and 19 of the Health and Social Care Act. This inspection on 1 August 2019 was carried out to check if sufficient improvement had been made since the previous inspection and to confirm whether the provider was now meeting the regulations.

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 requires improvement overall and good for all population groups.

We found that:

- The practice's safety systems and procedures were not all planned in a way that kept patients safe and protected them from avoidable harm.
- 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 way the practice was led and managed did not always promote the delivery of high-quality, person-centre care.

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

- Fire safety, infection control and health and safety arrangements and processes were not effectively managed to ensure patient safety.

We rated this practice as **requires improvement** for being well-led because:

- There were deficiencies in the overall governance systems and risk management, for example in relation to fire safety, infection control and health and safety.

We rated the practice as **good** for providing effective, caring and responsive 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 areas where the provider **must** make improvements are:

- Ensure care and treatment is provided in a safe way to patients.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

- Review and improve the advertising of and engagement with the patient participation group to support patient involvement and feedback about the running of the practice.
- Review and improve staff engagement procedures to ensure discussions about complaints and learning from complaints is shared and documented.

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 consisted of a CQC lead inspector, a second CQC inspector, a GP specialist adviser and a Practice Manager specialist adviser.

Background to The Fryent Way Surgery

The Fryent Way Surgery provides NHS primary care services to approximately 8542 patients and an additional 50 patients in a local care home. The practice is one of 67 practices serving the NHS Brent Clinical Commissioning Group (CCG) area. The service is provided through a general medical services (GMS) contract with NHS England. The practice is a member of K&W Healthcare, a GP led network made up of 28 GP practices across Brent. The practice is situated in a residential area, on a main road which is well served by public transport. Parking is available on the premises and on surrounding streets.

The practice premises are a modern, converted and extended building with rooms on three floors, two of which are accessible for patients. Step free access for patients with mobility needs is provided and consulting rooms as available on the ground floor.

The practice is led by a single lead GP (male). There are six additional GPs who work a variety of sessions throughout the week (three male, three female). In total the practice provides an average of 43 clinical sessions per week. There is also a Nurse Practitioner (female), a Healthcare Assistant (HCA) (female) and two clinical pharmacists (female). Non-clinical services are provided by the practice manager (full time) and eight members of staff who carry out reception and administration tasks.

Fryent Way Surgery is a teaching practice and has two GP trainees currently.

The practice is open from 8.45am to 6.30pm from Monday to Friday. Appointments are available from 9am to 12pm and 3pm to 6pm Monday to Friday. When the practice is closed healthcare services can be accessed via the local GP out of hours cooperative.

Information taken from the Public Health England practice age distribution shows a patient age distribution which is line with local and national averages. At 81 years (male) and 86 years (female) the average life expectancy of patients of Fryent Way surgery is above the local average of 80 and 85 years and the national average of 79 and 83 years. Information published by Public Health England (PHE) rates the level of deprivation within the practice population group as six on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

Fryent Way Surgery is registered to provide the following Regulated Activities:

Surgical procedures

Family planning

Treatment of disease, disorder or injury

Maternity and midwifery services

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
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>Processes and procedures to keep patient's safe were not always effective.</p> <p>In particular we found:</p> <ul style="list-style-type: none">· Fire safety, infection control and health and safety arrangements and processes were not effectively managed to ensure patient safety.
Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met:</p> <p>Not all systems and processes were established and operated effectively to ensure compliance with requirements to demonstrate good governance.</p> <p>In particular we found:</p> <ul style="list-style-type: none">· There were deficiencies in the overall governance systems and risk management, for example in relation to fire safety, infection control and health and safety.