

The Medical Centre

Quality 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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at The Medical Centre on 15 March 2016. The overall rating for the practice was good. However, within the key question 'safe' some areas were identified as 'requires improvement', as the practice was not meeting the legal requirements for the provision of safe care and treatment.

The practice was issued requirement notices under Regulation 12, Safe care and treatment. The full comprehensive inspection on 15 March 2016 can be found by selecting the 'all reports' link for the Medical Centre on our website at www.cqc.org.uk.

This inspection was a focused desk based review carried out on 31 July 2017 to assess whether the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations we identified in our previous inspection on 15 March 2016. This report covers our findings in relation to those requirements and also any additional improvements made since our last inspection.

Overall, the practice is rated as good.

Our key findings were as follows:

The practice had ensured they had access to a defibrillator and were carrying out checks on a regular basis to ensure it was in good working order.

The practice supplied an action plan and a range of documents which demonstrated they are now meeting the requirements of Regulation 12 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014; Safe care and treatment.

In addition improvements had been made in the following areas we had recommended :

- The practice had improved its online access to patients to enable patients to book appointment and order repeat prescriptions.

Professor Steve Field (CBE FRCP FFPH FRCGP)
Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

Risks to patients were assessed and well managed, the practice had a defibrillator for use in emergencies and all the necessary checks to ensure it was in good working order were being carried out.

Good



The Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence submitted.

Background to The Medical Centre

The Medical Centre is a two site practice located in the London Borough of Ealing; both practices are registered and known as 'The Medical Centre'. The main practice is based in the Southall area with the branch site located in Hounslow. The practices have a combined patient list size of approximately 8,500 patients.

The practices are registered as a partnership with the Care Quality Commission (CQC) to provide the regulated activities of: treatment of disease, disorder or injury; surgical procedures; diagnostic and screening procedures; family planning services; and maternity and midwifery services at both locations.

The practices are run by three GP partners (female and male). The partners are supported by; one salaried GP (female), three nurses, one healthcare assistant (HCA), one practice manager and five reception staff. The GP partners collectively work 14 clinical sessions at the Southall site and 12 clinical sessions at the Hounslow site. The salaried GPs worked eight clinical sessions at the Hounslow site. All staff, clinical and non-clinical, work across both sites.

The Southall main practice is open between: 8am – 6:30pm Monday, Tuesday, Thursday and

Friday. Appointments were available from 8:30am – 6:30pm.

The Hounslow branch practice is open between: 8am – 6:30pm Monday, Tuesday, Thursday and

Friday. Appointments were available from 8:30am – 6:30pm.

Why we carried out this inspection

We undertook a comprehensive inspection of The Medical Centre on 15 March 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement for the Safe domain. The full comprehensive report following the inspection can be found by selecting the 'all reports' link for The Medical Centre on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of The Medical Centre on 31 July 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out a desk-based focused inspection of The Medical Centre on 31 July 2017. This involved reviewing evidence that:

Both sites of the practice had and were able to respond to medical emergencies by having use of a defibrillator and that all the necessary checks to ensure it was in good working order were being carried out.

We reviewed this information and made an assessment of this against the regulations.

Detailed findings

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our inspection on 15 March 2016 we rated the practice as requires improvement for providing safe services, as the practice did not have adequate arrangements to ensure they safely dealt with medical emergencies.

These arrangements had significantly improved when we undertook a follow up inspection on 31 July 2017. The practice is now rated good for providing safe services.

At this inspection we found that the practice had developed systems to ensure they could deal with medical emergencies safely. The practice sent us proof of that they had defibrillators available at both sites. They also sent evidence that adequate checks were being undertaken to ensure the equipment was in good working order.