

Fulham Cross Medical Centre

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	Requires Improvement	
Are services safe?	Good	
Are services effective?	Requires Improvement	
Are services caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Requires Improvement	

Overall summary

We carried out an announced, comprehensive inspection at Fulham Cross Medical Centre on 13 November 2020 as part of our inspection programme. We are mindful of the impact of COVID-19 pandemic on our regulatory function. We will continue to discharge our regulatory 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 requires improvement overall.

We rated the practice as **requires improvement** for providing well-led services because:

- The practice did not have effective processes for managing risks, issues and performance. Consultation notes were not sufficiently detailed and did not ensure that patients were adequately safety netted. This concern was raised at the previous inspection in January 2020 and the practice had failed to resolve it.

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

- Safety netting and/or follow ups for patients were not always recorded in consultation records.
- Some performance data was not quite meeting the local or national averages. However, overall the practice had improved its data since the last inspection.

We rated the practice as **requires improvement** for providing services to two of the population groups because relevant performance data was not quite meeting local and national averages for these groups:

- Families, Children and Young People
- Working Age People (including those recently retired and students)

We rated the practice as **good** for providing safe, caring and responsive services. This was because:

- The practice was providing care in a way that kept patients safe and protected them from avoidable harm.
- Patients and staff told us they appreciated the positive atmosphere and supportive team the practice management team implemented.
- Staff were supported with competency checks and appraisals to ensure that all staff have appropriate skills.
- The practice management team were working hard to drive improvements for patients and staff alike.
- 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.

We also rated the practice as **good** for providing services to the following population groups:

- Older people
- People whose circumstances make them vulnerable
- People with long-term conditions

Overall summary

- People experiencing poor mental health (including people with dementia)

The areas where the provider must make improvements are:

- Ensure that all consultation notes are audited and reviewed so that the practice can be certain that records are sufficiently detailed and provide adequate safety netting for patients.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Requires Improvement	
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 CQC inspector. The team included a GP specialist advisor.

Background to Fulham Cross Medical Centre

Fulham Cross Medical Centre is located in West London within the Hammersmith and Fulham Clinical Commissioning Group. The practice is part of a primary care network of local GP practices.

The practice provides services to around 2500 patients. It operates from one, purpose-built site and has good transport links. The practice opens between 8am and 6.30pm Monday to Friday. Extended hours appointments are available on Monday and Wednesday evenings. Patients can also access evening and weekend appointments at 'hub' practices in the local area.

The service is provided by two partners and was registered with CQC in June 2019. The practice employs regular locum GPs, a health care assistant, administrative and reception staff and a locum practice nurse. Patients have the choice of a male or female GP.

The practice population is similar to the national average in terms of socio-economic indicators and life expectancy and is culturally and ethnically diverse. The practice has a relatively high proportion of working age adults with below average numbers of children aged under 14.

The practice is registered to provide the regulated activities of diagnostic and screening procedures; treatment of disease, disorder or injury; and, maternity and midwifery services.

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Family planning services	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>The practice was maintaining secure patient records but did not fully document consultations in line with professional standards. Clinicians had sometimes failed to include:</p> <ul style="list-style-type: none">- patient history;- explanation for prescriptions;- red flagging for symptoms;- safety netting and/or follow up;- record of advice given at the consultation.