

# Oakwood 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

## Contents

### Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3
The six population groups and what we found	4

### Detailed findings from this inspection

Our inspection team	5
Why we carried out this inspection	5
How we carried out this inspection	5
Detailed findings	6

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out a focussed, desk based review inspection at Oakwood Medical Centre on 15 June 2017. We rated the practice as good for providing safe services and it is rated as good overall.

We previously conducted an announced comprehensive inspection of the practice on 4 August 2016. As a result of our findings, the practice was rated as requires improvement for providing safe services and rated as good for providing effective, responsive, caring and well led services, which resulted in an overall rating of good. At that time, we found that the provider had breached Regulation 18 (Staffing) of the Health and Social Care Act 2008, due to some staff members having not received mandatory information governance; and infection prevention and control training.

The practice wrote to us to tell us what they would do to make improvements and meet the legal requirements. We undertook this focussed desk based inspection to check that the practice had followed their plan, and to confirm that they had met the legal requirements.

This report only covers our findings in relation to those areas where requirements had not been met. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Oakwood Medical Centre on our website at [www.cqc.org.uk/location/1-552812563](http://www.cqc.org.uk/location/1-552812563).

Our key findings across all the areas we inspected were as follows:

- The practice had taken action to ensure that staff had received mandatory information governance and infection prevention and control training.

**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.

When we inspected in August 2016, we noted that some members of staff had not received mandatory information governance or infection prevention and control training. At this inspection we saw evidence which confirmed that this training had taken place.

**Good**



# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### Older people

The practice is rated as good for the care of older people. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



### People with long term conditions

The practice is rated as good for the care of people with long term conditions. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



### Families, children and young people

The practice is rated as good for the care of families, children and young people. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



### Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students). As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



### People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



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

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia). As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



# Oakwood Medical Centre

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

Our inspection team was led by a CQC Lead Inspector.

### Why we carried out this inspection

We carried out a desk based review inspection of this service on 15 June 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

This was because the service was not meeting some legal requirements during our previous visit on 4 August 2016.

The inspection was conducted to check that improvements planned by the practice to meet legal requirements had been made.

### How we carried out this inspection

During our desk based inspection we reviewed a range of information provided by the practice and spoke with the practice manager.

# Are services safe?

## Our findings

### Overview of safety systems and processes

When we inspected in August 2016, we reviewed four personnel files and found that none contained evidence that staff had received mandatory infection prevention and control (IPC) or information governance training.

We asked the provider to take action and at this inspection we saw evidence confirming that this training had been

undertaken by all clinical and non clinical staff. When we discussed the impact of the IPC training, the practice manager spoke positively about how it had improved staff members' awareness on protocols for handling sharps bins and the use of personal protective equipment.

We were also told that staff had met to discuss and share learning from the information governance and IPC training they had undertaken.