

Dr Madhukar C Patel

Inspection report

The Surgery
260-262 Harrow Road
Wembley
Middlesex
HA9 6QL
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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?

Good 

Are services effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced, focused inspection at Dr Madhukar C Patel's practice on 20 January 2020. We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection. This inspection focused on the following key questions:

- Is the service safe?
- Is the service effective?
- Is the service well-led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Are services caring? - Good
- Are services responsive? – Good

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.

We rated the practice as good for the key questions: Is the service safe? Is the service effective? and Is the service well-led?

We rated the practice as good for all population groups except one: Working age people (including those recently retired and students). We rated this group as requires improvement because the practice was performing markedly below the national target for its cervical screening coverage.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should:**

- Continue to promote and improve uptake rates of cervical screening, breast cancer screening and bowel cancer screening and childhood immunisations.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneworth 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)	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 Dr Madhukar C Patel's practice

Dr Madhukar C Patel's practice (which is locally known as The Surgery, Harrow Road) is located in Wembley in North West London, within the Brent Clinical Commissioning Group. The practice is part of a primary care network of local GP practices. The practice provides services to around 5300 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. The practice operates from one site and has good transport links.

The provider is an individual GP who registered with CQC in 2013. The practice employs regular locum GPs, practice nurses, a health care assistant and administrative and reception staff. Patients have the choice of a male or female GP.

The practice population is younger in profile than the national average with 71% of patients aged between 18 and 65 years compared to 62% nationally. The practice has a similar proportion of children to the national average and a smaller proportion of older patients. The local population is ethnically diverse with around half being Asian by ethnic background, 18% black and 22% white. Social economic indicators and life expectancy figures are similar to the national average.

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.