

The Willesden Medical Centre

Quality Report

The Willesden Medical Centre

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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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Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at The Willesden Medical Centre on 27 October 2015. The overall rating for the practice was Good, with a rating of Requires Improvement in the Safe domain. The full comprehensive report on the Month Year inspection can be found by selecting the 'all reports' link for The Willesden Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced desk-based review carried out on 31 January 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 27 October 2015. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

At this inspection, we found that the practice arrangements in relation to medicines management had improved. Consequently, the practice is now rated as good for providing safe services.

Our key findings were as follows:

- The practice had implemented a system to monitor the expiry dates.
- The practice had implemented a system to ensure that all fridge temperatures in the practice were checked; however, there were gaps in record books provided.

- The practice had implemented a standard training record system which recorded all staff training.
- The practice had reviewed arrangements for patients to access appointments. Patients could now book appointments via Patient Access, an online service where they could book appointments. They also offered extended hours twice a week and patients could also attend booked appointments at their local HUB service.
- The practice used an interpreting service available to all patients who required it.
- The practice had reviewed and updated their recruitment policy to include a checklist to ensure all recruitment checks adhered to the recruitment policy.

The areas where the provider should make improvements are:

- Review the newly implemented system of fridge temperature checks to ensure there are no gaps in monitoring.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

The Willesden Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

ACQC Lead inspector.

Background to The Willesden Medical Centre

The Willesden Medical Centre is a single location surgery which provides a primary medical service through a General Medical Services (GMS) contract to approximately 11,400 patients

living in Willesden in the London borough of Brent. The practice operates in a purpose built building that is accessible to people with mobility needs. Consultation and treatments are provided across the first and second floors, there is a lift available for patients to use. The population groups served by the practice include a cross-section of socio-economic and ethnic groups. A relatively low proportion of patients (3.5% of the practice population) are aged over 75. There are also average numbers of children cared for at the practice (5.9% of under 5s and 13.6% of under 18s). The practice has a higher than average population of working age adults (70.3%).

The practice is registered with the Care Quality Commission to carry on the following regulated activities: Maternity and midwifery services; Treatment of disease, disorder or injury; Diagnostic and screening procedures and Family planning. Employed are four GP partners, two male and two female (full time), and a practice manager. The practice also employs three salaried GPs, one male and two female part time), one practice nurse (female), three health care assistants (female), a phlebotomist and sixteen administrative and reception staff.

The practice is open Monday to Friday 8.30am to 6pm. There is a range of appointment options available, by telephone, internet or in person. Patients can phone on the day from 8.30am, for a same day appointment, and same day afternoon appointments are available two days per week from 1pm to 3pm. Appointment times are Monday and Friday 9am to 12pm and 4pm to 6.30pm, Tuesday and Wednesday 9am to 12pm and 4pm to 7.30pm and Thursday 2pm to 6pm. Extended hours surgeries are offered on 6.30pm to 7pm on Tuesday and Wednesday evenings with a pre-bookable appointment. There are also arrangements to ensure patients receive urgent medical assistance when the practice is closed through the local out of hour's service.

Why we carried out this inspection

We undertook a comprehensive inspection of The Willesden Medical Centre on 27 October 2015 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. The full comprehensive report following the inspection on October 2015 can be found by selecting the 'all reports' link for The Willesden Medical Centre on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of The Willesden Medical Centre on 31 January 2018. 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.

Are services safe?

Our findings

At our previous inspection on 27 October 2015, we rated the practice as requires improvement for providing safe services as the arrangements in respect of medicines management were not adequate.

When we undertook a follow up inspection on 31 January 2018, arrangements in relation to medicines management had improved; therefore, the practice is rated good for providing safe services.

Safety systems and processes

- At the previous inspection, we found that fridge temperature checks were not carried out in all areas. For example, the fridge temperature in the doctors consulting floor was recorded but the fridge temperature in the utility room, where emergency

medicines were kept, was not recorded. At this inspection, we found that fridge temperature checks were being carried out by two members of staff in all four areas. We noticed that on a few occasions in the last five months, the fridge temperature checks had not been carried out and no explanation had been provided as to why this had not occurred.

Safe and appropriate use of medicines

- At the previous inspection, we found that emergency medicines were only checked every three months and on inspection, eight emergency medicines were found to be out of date. At this inspection, we found that emergency medicines were now being checked on a monthly basis, instead of every three months. The practice told us that morphine (for severe pain) and naloxone (opioid overdose) had recently been ordered and was due to arrive within the next few days.