

Roxbourne Medical Centre

Inspection report

37 Rayners Lane
Harrow
HA2 0UE
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www.roxbournemc.com

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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an announced focused inspection of Roxbourne Medical Centre on 25 October 2022.

Following our previous inspection on 14 April 2022, the practice was rated requires improvement overall. It was rated inadequate for providing safe services and requires improvement for providing effective services and well-led services. It had been rated as good for providing caring and responsive services at a previous inspection on 4 December 2019 and the ratings for these key questions were carried forward.

The full reports for previous inspections can be found by selecting the 'all reports' link for Roxbourne Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up a breach of regulations from a previous inspection. We did not rate any key questions at this inspection.

At this inspection we focused on the immediate concerns identified at the previous inspection, that is:

- unsafe prescribing of higher risk medicines
- unsafe medicines usage for asthma
- potential missed diagnoses of diabetes
- incomplete implementation of national patient safety alerts
- incomplete monitoring for diabetes and hypothyroidism.

How we carried out the inspection

This inspection was carried out remotely. This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.

Our findings

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 found that:

The practice had addressed the immediate concerns identified at the previous inspection. In relation to the areas focused on at this inspection:

Overall summary

- 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 improvement.

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

- Arrange the provision of steroid emergency cards to relevant patients in line with national guidelines and document that this has been done in the patient record.
- Document in the patient record the discussion and information provided to patients about the risks of teratogenic medicines and pregnancy at the time of prescribing. (Teratogenic medicines are medicines that increase the risk of foetal abnormality during pregnancy)

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews. This inspection did not involve a visit to the location.

Background to Roxbourne Medical Centre

Roxbourne Medical Centre is located in Harrow at:

37 Rayners Ln

Harrow

HA2 0UE

The practice is part of the North West London Integrated Care System and is a member of the Healthsense Primary Care Network (PCN).

The practice is in purpose-built premises. A number of community health services are offered at the premises by the different providers. The practice is fully accessible and has disabled parking spaces and entrance at the rear of the building.

The practice provides services to approximately 7300 patients under the terms of a General Medical Services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The team comprises a lead GP supported by 3 salaried GPs and GP locums. The practice employs a practice nurse, a health care assistant, a clinical pharmacist and two phlebotomists, as well as a paramedic and a physician associate. The practice manager is supported by the operations manager, reception manager and a team of the administrative and reception staff.

Roxbourne Medical Centre is a teaching practice, responsible for teaching medical students and physician associate students on temporary placements. The practice is approved as a GP training practice.

The local population experiences levels of income deprivation similar to the national average with higher life expectancy. The population is ethnically diverse. The age profile of the population is also similar to the England average. The practice population experiences higher than average prevalence of diabetes mellitus, mental health problems and asthma. Attendance at A&E is also higher than average.

The practice is registered with CQC to deliver the regulated activities: diagnostic and screening procedures; maternity and midwifery services; family planning; surgical procedures; and treatment of disease, disorder or injury.