

Dr Shapiro & Partners

Inspection report

The 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 location

Good 

Are services safe?	Good 
Are services effective?	Good 
Are services caring?	Good 
Are services responsive?	Good 
Are services well-led?	Good 

Overall summary

We carried out an announced comprehensive inspection at Dr Shapiro & Partners on 23 July 2019 as part of our inspection programme. It was also to follow up on breaches of regulations identified at a previous inspection on 19 June 2018.

At the last inspection we rated the practice as requiring improvement overall and requiring improvement for providing safe and well-led services because care and treatment was not provided in a safe way to patients and the practice needed to ensure that effective systems and processes were established to ensure good governance in accordance with the fundamental standards of care.

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 and for providing safe, effective, caring, responsive and well-led services. The practice is also rated good for all population groups.

We rated the practice as good for providing safe, effective, caring, responsive and well led services because:

- 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 practice could demonstrate good patient outcomes were delivered.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- Staff treated patients with kindness and respect and involved them in decisions about their care. The practice ethos was to provide an accessible and approachable patient-orientated service.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. Leaders had the capacity and skills to deliver high-quality, sustainable care. They had a shared purpose, strived to deliver and motivated staff to succeed.
- Feedback from patients who used the service, those close to them and external stakeholders was positive about the way staff cared for patients.
- Staff told us they felt supported and engaged with managers and there was a strong focus on continuous learning and improvement at all levels of the organisation.

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

Dr Rosie Benneyworth 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)	Good	
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 lead inspector and included a GP specialist adviser.

Background to Dr Shapiro & Partners

Dr Shapiro & Partners (also known as Wood Lane Medical Centre) is located within the Hillingdon local authority and is one of 48 practices serving the NHS Hillingdon Clinical Commissioning Group (CCG) area. It provides general medical services to approximately 11,700 patients.

Information published by Public Health England rates the level of deprivation within the practice population group as tenth on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has a large proportion of patients registered who are of working age; 61% are aged 18-64 and is comparable to the CCG and national averages of 64% and 62% respectively. It also has a higher percentage of elderly patients (21%) than local and national averages which are 13% and 17% respectively. Of the patients registered with the practice, 81.4% are White British, 3.3% are from mixed race ethnic groups, 11.6% are Asian, 2.2% are Black African with the remaining 1.6% being of other races.

The practice is led by three GP Partners (one male and two female) who are contracted to provide General

Medical Services (GMS) and who are registered with the CQC for the following regulated activities: treatment of disease, disorder or injury; diagnostic and screening procedures, family planning, maternity and midwifery services and surgical procedures.

The GP Partners are supported by three female salaried GPs, one male salaried GP, a nurse practitioner, three nurses, a practice pharmacist, a practice manager, a deputy practice manager, three administrators and nine receptionists.

The practice provides a range of services including maternity care, childhood immunisations, chronic disease management and travel immunisations and several enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract) including childhood immunisation, learning disability health checks, extended opening hours, and rotavirus and shingles immunisations. Private travel vaccinations are offered in addition to those available free of charge on the NHS.