

Preston Road Surgery

Inspection report

56 Preston Road
Wembley
Middlesex
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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?

Are services responsive?

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Preston Road Surgery on 3 March 2020 to follow-up on a comprehensive inspection undertaken on 15 January 2019, when the practice was rated good overall (requires improvement for providing safe care) and the outcome of an Annual Regulatory Review undertaken on 6 December 2019.

Following the inspection in January 2019 the practice was rated good overall and good in all populations groups, but requires improvement for providing safe care because:

- Arrangements in relation to infection control did not mitigate the risk of spread of infection.
- Risk assessments to ensure the fire safety and health and safety of staff and people using the service had not been undertaken.

At this inspection we reviewed the safe, effective and well-led key questions. We did not specifically inspect the caring and responsive key questions and the ratings of good remain unchanged based on the findings from the last inspection on 15 January 2019. The report of the inspection undertaken in January 2019 can be found by selecting the 'all reports' link for Preston Road Surgery on our website at <https://www.cqc.org.uk>.

At this inspection, 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 (good for safe, effective and well-led) and for all population groups, except families, children and young people, which was rated as requires improvement as cervical screening outcomes were below the national target.

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.
- Staff had received training appropriate to their roles and any further training needs had been identified and planned.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- There was a clear leadership structure and staff felt supported by management.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We found one area of notable practice:

- The practice had a significant number of Tamil-speaking patients with diabetes who were unable to benefit from the NHS diabetes education programme DESMOND (Diabetes Education and Self-Management for Ongoing and Newly Diagnosed) as this was not available locally in Tamil. The practice facilitated and self-funded the delivery of the programme quarterly with a Tamil interpreter for its own registered patients and all patients registered with a Brent GP. We reviewed some patient feedback which was positive.

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

- Continue to review and improve the uptake of cervical screening and the childhood immunisation programme.

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 lead inspector. The team included a GP specialist advisor.

Background to Preston Road Surgery

Preston Road Surgery is located at 56 Preston Road, Wembley, London HA9 8LB and has access to five consultation rooms, which have recently been refurbished, on the ground and first floor. The first floor is accessible by stairs.

The practice holds a Primary Medical Services (PMS) contract with NHS Brent Clinical Commissioning Group (CCG) and provides services to approximately 7,000 patients.

The practice is registered as a partnership with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery services, family planning and surgical procedures.

The practice staff comprises of a male and a female GP partner undertaking 18 combined sessions per week and three female and two male long-term locum GP undertaking 10 sessions per week. The clinical team is supported by a practice nurse, two healthcare assistants (one of whom was on maternity leave at the time of our inspection) and a phlebotomist. The practice employs its own clinical pharmacist (25 hours a week) and a midwife

and health visitor (three hours each per week) to support the GPs and enhance the community nurse provision. There is a full-time practice manager and seven administration and reception staff.

The practice is open between 8am and 6.30pm Monday to Friday and offers extended hours on Monday and Tuesday from 6.30pm to 7.30pm. The practice offers e-consultations, telephone consultations and on-line services, which include appointment booking and repeat prescriptions which can be accessed from the practice website. Patients can also access GP and practice nurse appointments from 6.30pm-8pm on Monday to Friday and from 8am-8pm on Saturdays and Sundays at five GP hub sites in Brent.

Information published by Public Health England rates the level of deprivation within the practice population group as six on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice population is ethnically diverse with 46% being Sri Lankan, 25% Eastern European and 21% Indian. Practice staff can speak a wide range of languages including Tamil, Sinhalese, Hindi, Gujarati, Spanish, French, Swahili and Latvian. The prevalence of diabetes was higher than local and national averages.