

# Somerset Medical Centre, Grand Union Village Health Centre

## Inspection report

Taywood Road  
Northolt  
UB5 6WL  
Tel: 02034058000

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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?	Requires Improvement		
Are services effective?	Good		
Are services caring?	Good		
Are services responsive to people's needs?	Good		
Are services well-led?	Good		

# Overall summary

We carried out an announced comprehensive inspection at Somerset Medical Centre, Grand Union Village Health Centre on 6 July 2022. Overall, the practice is rated as good.

Safe - requires improvement

Effective – good

Caring - good

Responsive - good

Well-led - good

## Why we carried out this inspection

This was the provider's first inspection following its registration with CQC on 21 April 2020. This was a comprehensive inspection, covering all five of the key questions we usually look at during an inspection; safe, effective, caring, responsive and well-led.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

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.
- A short site visit.

## 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 provided care in a way that kept patients safe and protected them from avoidable harm. However, we did find instances where some patients prescribed high-risk drugs were not monitored or reviewed accordingly.
- Patients did not always receive effective care and treatment that met their needs. Some patients diagnosed with a long-term condition were not monitored and reviewed accordingly.

# Overall summary

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We found one breach of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients

Whilst these were not breaches of regulations, the provider **should**:

- Maintain records of up to date risk assessments carried out by the landlord.
- Improve uptake of cervical smears and childhood immunisations.
- Implement a protocol to clarify appropriate tasks for Healthcare Assistants (HCAs) to undertake.
- Implement a review to ensure all patients with Do Not Attempt Cardio Pulmonary Resuscitation (DNACPR) decisions are identified and recorded appropriately.
- Prepare and Implement a clear action plan to address concerns raised through the GP patient survey and improve the recording and review of complaints.

**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 and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Somerset Medical Centre, Grand Union Village Health Centre

Somerset Medical Centre is situated in Grand Union Village Health Centre at Taywood Road, Northolt, Middlesex, UB5 6WL. The health centre is a large, modern, purpose-built building accessible by public transport and by car. It is located in a residential area.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice is situated within the North-West London Clinical Commissioning Group and delivers General Medical Services (GMS) to a patient population of about 2600. This is part of a contract held with NHS England.

The practice is part of Northolt Primary Care Network, a network of seven GP practices.

The provider is a partnership of two GPs working at total of 6 sessions a week. One of the partners is based at the practice and the other based at another practice within the same group. There are three practices in the group. The practice also has a salaried GP working 4 sessions a week, a practice nurse, phlebotomist, two healthcare assistants (HCAs) and two clinical pharmacists. The GPs are supported by a practice manager, group general manager and five medical administrators and receptionists.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth lowest decile (five of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 57% Asian, 23% White, 10% Black, 3% Mixed, and 6% Other.

The age distribution of the practice population closely mirrors the local and national averages.

The practice is open between 8.30am and 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the practice between 6.30pm and 7.30pm on Fridays. Weekend appointments are available at the Saturday clinic run by the practice. Out of hours services are provided by the NHS 111 service.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Treatment of disease, disorder or injury Family planning services Maternity and midwifery services	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The provider failed to ensure care and treatment was provided in a safe way to service users in that:</p> <ul style="list-style-type: none"><li>• Not all patients prescribed high risk drugs were monitored and reviewed accordingly</li><li>• Not all patients diagnosed with a long term condition were monitored and reviewed accordingly</li><li>• Not all care plans included sufficient detail about advice or care planning measures been put in place or discussed with the patient</li></ul> <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>