

Chichele Road Surgery

Inspection report

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Date of inspection visit: 17 September 2020
Date of publication: 16/10/2020

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.

Overall summary

This report was created as part of a pilot which looked at new and innovative ways of fulfilling CQC's regulatory obligations and responding to risk in light of the Covid-19 pandemic. This was conducted with the consent of the provider. Unless the report says otherwise, we obtained the information in it without visiting the provider.

We carried out an announced, focused inspection of Chichele Road Surgery on 17 September 2020. The purpose of the inspection was to follow up on breaches of regulations identified at our previous inspection on 24 October 2019. We did not re-rate the practice on this occasion.

Following the October inspection, the practice was placed in special measures and issued with warning notices for breaches of Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance). The practice was required to address these breaches by 20 December 2019.

We based our judgement of the quality of care at the practice 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 made the required improvements.

- The practice was providing care in a way that kept patients safe and protected them from avoidable harm.
- The practice had made improvements to the way the service was led and managed and was promoting the delivery of high-quality, person-centred care.

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

- Ensure that written risk assessments are sufficiently detailed, for example, to properly justify why the practice has not stocked certain emergency medicines.
- Clearly document in the patient record who is monitoring any patient prescribed a high-risk medicine when this is the responsibility of a different provider.
- Establish a more active internal reporting culture to encourage greater learning opportunities in line with practice policy.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC inspector. The team included a GP specialist advisor.

Background to Chichele Road Surgery

Chichele Road Surgery provides primary care services to around 5,500 patients in the Cricklewood area of Brent in North West London. The service operates from one site in a converted property. Patient facilities are located on the ground and first floors. The first floor is accessible by stairs.

The practice is led by two partners one of whom is the clinical lead GP at the practice. The practice also employs one salaried GP and regular locum GPs. The practice contracts with regular locum GPs and employs a full-time nurse who is an independent prescriber; a part-time practice nurse and a health care assistant. The practice also employs reception and administrative staff.

The practice telephone line opens from 8.45am and the practice doors open from 9am until 6pm Monday to Friday. The practice provides access to the service through a 'total triage' system in line with current NHS guidelines to primary care providers during the coronavirus. Pre-bookable and emergency appointments are available. The practice can offer video, online, telephone or face-to-face consultations as appropriate.

Patients can access an out of hours service if they need urgent advice or treatment when the practice is closed.

The practice population is made up of a higher proportion of adults of working age than average with lower proportions of older patients and children and babies. The population is ethnically and culturally diverse with around half of patients identifying as white. The population experiences slightly lower than average life-expectancy and higher than average levels of unemployment and income deprivation.

The practice is part of the Brent Clinical Commissioning Group (CCG) and is registered with the Care Quality Commission (CQC) to carry on the following regulated activities: diagnostic and screening procedures; family planning; treatment of disease, disorder or injury; family planning, maternity and midwifery services and surgical procedures.

The full reports of these previous inspections can be found by selecting the 'all reports' link for Chichele Road Surgery on our website at [cqc.org.uk](https://www.cqc.org.uk).