

# Alperton Medical Centre

## Inspection report

32 Stanley Avenue  
Wembley  
HA0 4JB  
Tel: 02089032379

Date of inspection visit: 30 April 2021  
Date of publication: 14/05/2021

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 caring?

Good



# Overall summary

We carried out a review of Alperton Medical Centre on 30/04/2021. Overall, the practice is rated as Good.

Set out the ratings for each key question

Caring - Good

Following our previous inspection on 14 March 2019, the practice was rated Good overall and for the key questions safe, effective, responsive and well-led. The practice was rated requires improvement for providing caring services and issued a requirement notice for Regulation 17 Good governance.

The full reports for previous inspections can be found by selecting the 'all reports' link for Alperton Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this review

This review was a focused review of information without undertaking a site visit to follow up on breaches of Regulation 17 Good governance. At the last inspection we found;

- Patient satisfaction scores on the national GP patient survey relating to care and treatment were below local and national averages and there was minimal evidence to show the practice had taken action to improve.

We also followed up on 'should' actions identified at the last inspection. Specifically;

- Monitor that all recommended actions from the audits and risk assessments are carried out.
- Review classification of significant events to ensure that all are captured.
- Monitor that all Patient Group Directions (PGDs) are signed in a timely manner.
- Develop a system to ensure that all relevant staff have read patient safety alerts.

## How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out without visiting the location by requesting documentary evidence from the provider.

We found that:

The practice had made the necessary improvements to the delivery of caring services;

- National GP patient survey performance had improved for all caring indicators.

In addition;

- Action had been taken to ensure recommended actions from audits and risk assessments were carried out.
- The systems for complying with patient safety alerts and the classification of significant events had been reviewed.
- Action had been taken to ensure PGDs were signed in a timely manner.

# Overall summary

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

- Continue to improve patient satisfaction with caring aspects of the service.

**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

## Population group ratings

<b>Older people</b>	<b>Not inspected</b> 
<b>People with long-term conditions</b>	<b>Not inspected</b> 
<b>Families, children and young people</b>	<b>Not inspected</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector who reviewed evidence sent by the provider without visiting the location.

## Background to Alperton Medical Centre

Alperton Medical Centre is located in Wembley at:

32 Stanley Avenue

Wembley

Middlesex

HA0 4JB

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

The practice is situated within the Brent Clinical Commissioning Group (CCG) and delivers

General Medical Services (GMS) to a patient population of about 5,822. This is part of a contract held with NHS England. The practice is currently not part of a wider network of GP practices.

The practice has a higher than average number of patients under the age of 18 and fewer patients aged over 85 than the national average. The National General Practice Profile states that 67% of the practice population is from an Asian background with a further 16% of the population originating from white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.

The provider is a GP partnership comprising three GP partners and employs a practice nurse, a health care assistant, a practice manager and several reception and administration staff, including one secretary.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.