

GP Surgery @ Acton Gardens

Inspection report

Unit A
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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

Requires Improvement



Are services safe?

Requires Improvement



Are services effective?

Requires Improvement



Are services caring?

Good



Are services responsive to people's needs?

Good



Are services well-led?

Requires Improvement



Overall summary

We carried out an announced comprehensive inspection at the GP Surgery @ Acton Gardens (locally known as Chiswick Family Practice - Dr O'Connell & Dr Bennett) on 15 and 19 September 2023. Overall, the practice is rated as **Requires Improvement**.

Set out the ratings for each key question:

Safe - Requires improvement.

Effective - Requires improvement.

Caring - Good.

Responsive – Good.

Well-led - Requires improvement.

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

At this inspection, we covered the following key questions:

- Are services safe?
- Are services effective?
- Are services caring?
- Are services responsive?
- Are services 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.

Overall summary

We found that:

- There was a lack of good governance in some areas.
- Our clinical records searches showed that the practice did not always have an effective process for monitoring patients' health in relation to the use of medicines including medicines that require ongoing monitoring.
- Recruitment checks including Disclosure and Barring Service (DBS) were not always carried out in accordance with regulations and some records were not kept in staff files.
- Risks to patients were not assessed and well managed in relation to the fire evacuation plan, the implementation of national patient safety and medicines alerts and the monitoring of the prescription box for uncollected prescriptions.
- The arrangements for managing and monitoring task workflow were not always effective. For example, we found that the specialist consultant advice and guidance recommendation regarding a child was not reviewed and followed up in a timely manner.
- Patients' treatment was not always regularly reviewed and updated.
- There was a system in place to monitor the use of blank prescription forms. However, it did not work as intended.
- The Patient Participation Group (PPG) was not active.
- 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.
- There was a system for recording and acting on significant events.
- There was an infection prevention and control policy and procedures were in place to reduce the risk and spread of infection.
- There was evidence of quality improvement activity. Clinical audits were carried out.
- Staff had received training relevant to their role.
- Annual appraisals were carried out in a timely manner.
- Feedback from patients was positive about the way staff treated people.
- The practice had systems to manage and learn from complaints.

We found two breaches of regulations. The provider **must**:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- Ensure recruitment procedures are established and operated effectively to ensure only fit and proper persons are employed.

The provider **should**:

- Continue to encourage eligible patients to attend for cervical cancer screening and childhood immunisation.
- Take steps to improve processes for monitoring the prescription box for uncollected prescriptions.

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 Health Care

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 GP Surgery @ Acton Gardens

The GP Surgery @ Acton Gardens (locally known as Chiswick Family Practice - Dr O'Connell & Dr Bennett) is located in the Acton area in West London at:

GP Surgery @ Acton Gardens

Chiswick Family Practice - Dr O'Connell & Dr Bennett

Unit A

Kelton House, Corbet Gardens

London

W3 8TF

We visited this location as part of this inspection activity. The practice is in purpose-built premises. The premises are shared with other health services.

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; family planning; and surgical procedures.

The practice is situated within the North West London Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 4,500. This is part of a contract held with NHS England.

The practice is part of the Acton Primary Care Network (PCN) and Ealing GP Federation.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth decile (six 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 61% White, 14% Asian, 10% Black, 6% Mixed, and 9% Other.

The majority of patients within the practice are of working age. The working age practice population is higher, and the older people practice population is lower than the national average.

There are two GP partners and a salaried GP. All three GPs are female. The practice employs a practice nurse, two health care assistants (one is also a phlebotomist), a GP assistant and a trainee GP assistant. The partners are supported by a practice manager, a deputy practice manager, and a team of administrative and reception staff. A clinical pharmacist (employed by the primary care network) is working at the practice (one day per week).

The practice is open between 8am and 6.30 pm 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 PCN, where late evening and weekend appointments are available. Out of hours services are provided by Practice Plus Group.

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 Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">• Clinical records searches showed that the practice did not always have an effective process for monitoring patients' health in relation to medicines that require ongoing monitoring.• The arrangements for managing and monitoring task workflow were not always effective. For example, we found that the specialist consultant advice and guidance recommendation regarding a child was not reviewed and followed up in a timely manner.• Risks to patients were not well managed in relation to the implementation of national patient safety and medicines alerts.• There was a system in place to monitor the use of blank prescription forms. However, it did not work as intended.• The Patient Participation Group (PPG) was not active.• The fire evacuation plan did not include how staff could support patients with mobility problems to vacate the premises. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed</p> <p>How the regulation was not being met:</p> <p>The registered person had not ensured that all the information specified in Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 was available for each person employed.</p>

This section is primarily information for the provider

Requirement notices

In particular, we found:

- Recruitment checks including Disclosure and Barring Service (DBS) were not always carried out in accordance with regulations and some records were not kept in staff files.

This was in breach of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.