

Garston Medical Centre

Inspection report

6a North Western Avenue
Watford
Hertfordshire
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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?

Good 

Are services well-led?

Good 

Overall summary

We decided to undertake an inspection at Garston Medical Centre on 19 September 2019 following our annual review of the information available to us.

This inspection looked at the following key questions:

Safe, Effective, Caring and Well Led.

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 and good for all population groups.

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.

- Patients we spoke with and comment cards we received indicated that staff dealt with patients with kindness and respect and involved them in decisions about their care. However, we found satisfaction in relation to healthcare professional interaction with patients during consultations had decreased in the latest 2019 GP patient survey.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Improve the uptake rate for cervical cancer screening.
- Demonstrate improved patient satisfaction taking account of the 2019 GP patient survey results.

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)	Good 
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 adviser and a practice manager specialist adviser.

Background to Garston Medical Centre

Garston Medical Centre situated at 6a North Western Avenue, Watford, Hertfordshire is a GP practice which provides primary medical care for approximately 11,835 patients living in Watford and surrounding areas. There are lower levels of deprivation in the area mainly relating to income affecting children and older people.

Garston Medical Centre provides primary care services to local communities under a General Medical Services (GMS) contract, which is a nationally agreed contract between general practices and NHS England. The practice population is predominantly white British along with small ethnic populations of Asian, Afro Caribbean, mixed race and Eastern European origin.

Garston Medical Centre is an approved training practice (through the Watford Vocational Training Scheme) and hosts GP Registrars (who are qualified doctors training to become GPs). At the time of our inspection there are three GP registrars training at the practice.

The practice has three GP partners (all males) and two other GPs (all females). There are two practice nurses

who are supported by a health care assistant. There is a practice manager who is supported by a team of administrative and reception staff. The local NHS trust provides health visiting, community nursing and midwifery services to patients at this practice. The local community mental health trust provides access to an adult mental health worker at an adjacent surgery, and the practice has access to a clinical pharmacist through the primary care network (PCN).

The practice is open between 8am and 6.30pm Monday to Friday. On Monday the practice is open till 9pm and on Wednesday the practice is open from 6.45am providing late and early morning access to appointments.

As part of the Watford Extended Access, patients can access GP services at a designated hub practice during evening and weekends. Appointments are booked by all Watford Practices as appropriate.

When the practice is closed services are provided by Herts Urgent Care via the NHS 111 service.