

The Stanmore Medical Centre

Inspection report

85 Crowshott Avenue
Stanmore
HA7 1HS
Tel: 02089513888

Date of inspection visit: 13 October 2022
Date of publication: 30/11/2022

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 responsive to people's needs?

Requires Improvement



Overall summary

We previously carried out an announced comprehensive inspection at The Stanmore Medical Centre on 03 August 2021. The overall rating for the practice was good, with the exception of key question of responsive which was rated requires improvement. The full report on the 03 August 2021 inspection can be found by selecting the 'all reports' link for The Stanmore Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced focused follow-up inspection carried out on 13 October 2022 to confirm that the practice continued to make improvements on areas that we had identified the August 2021 inspection.

Why we carried out this inspection

We carried out this inspection to follow up on the areas from the last inspection that we identified the practice should improve on.

At the last inspection in August 2021, we rated the practice requires improvement for providing responsive services because:

- The practice National GP Survey data continued to be lower than local and national averages in relation to patient access to services at the practice.

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:

- Requesting evidence from the provider in advance of the site visit.
- Conducting staff interviews using telephone calls

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 had systems in place to review and act on complaints, however evidence to show learning gained from complaints was not always apparent.
- The practice had increased the use of text messaging to send a range of information to patients.
- The National Patient Survey achievement scores for the provider continued to be lower than local and national averages for the second year running.
- The practice responded to the needs of its patients. This was evidenced by the introduction of "in-school clinics", where appointments were available for pre-school aged children during the afternoon.

Overall summary

Whilst we found no breach of regulations. The provider should:

- Continue to identify effective systems to act upon the low achievement scores attributed to the practice from the most recent published National GP Survey.

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 tele- conferencing facilities.

Background to The Stanmore Medical Centre

The Stanmore Medical Centre is based in Stanmore at 85 Crowshott Avenue, Stanmore, HA7 1HS.

The branch surgery is located at Stanmore Park Medical Centre, William Drive, Stanmore, HA7 4FZ.

The provider is registered with CQC to deliver the Regulated Activities;

- Diagnostic and screening procedures,
- Family planning,
- Maternity and midwifery services,
- Surgical procedures
- Treatment of disease, disorder or injury.

The practice is located within the Harrow Intergrated Care System (ICS) and provides services to 13,300 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 83 years compared to the national average of 79 years. Female life expectancy is 86 years, compared to the national average of 83 years. Information from Public Health England states that 49% of the practice population is a White background with a further 38% of the population originating the Asian background. The practice has a higher than the national average number of patients below 18 years of age and a lower than the national average number of patients below four years of age.

The practice team comprises of two male GP partners, six male and female salaried GPs who provide a combination of 40 clinical sessions, two practice nurses, two enhanced nurses, a phlebotomist and healthcare assistant. Also employed are two practice managers and 15 reception and administration team members. The practice also employs a regular locum nurse and a clinical pharmacist. The practice is also registered as a training practice, with an intake of registrars and Foundation Year two (FY2) doctors. The practice was also part of the Harrow East Primary Care network of five practices

The practice opening hours are between 8.00am and 6.30pm on Monday to Friday at Crowshott Avenue. The opening hours for William Drive are between 8.30am and 2.00pm on Monday, Wednesday and Friday and between 8.30am and 6.30pm on Tuesday and Thursday. The practice also provides care to Harrow boys school only between 7.30am and 10.30am on Monday to Friday and between 7.30am and 8.30am on Saturday. Extended hours at William Drive are between 6.30pm and 8.00pm on Tuesday and between 9.00am and 10.30am on alternate Saturdays.

Extended access and Out of Hours services is provided by the local GP network, where late evening and weekend appointments are available.