

Hazeldene Medical Centre

Inspection report

1B Wyld Way
Wembley
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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 responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Hazeldene Medical Centre on 4 and 5 July 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following concerns raised about the quality and safety of the service which were shared with CQC anonymously. The concerns alleged that the practice did not provide sufficient appointments to meet patient needs safely and that the leadership did not respond effectively when concerns were raised.

The practice had also recently undergone a merger with three other previously independent practices which were now operating as satellite surgeries. This was a major change which influenced our decision to carry out a comprehensive inspection. This inspection looked at the following key questions:

- Are services safe
- Are services effective
- Are services caring
- Are services responsive
- Are services well-led

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected (we visited all four surgeries over two days)
- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- 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:**

- Continue to review patient demand and supply of appointments to ensure there are sufficient appointments with the appropriate clinicians across the four sites to meet patient needs.
- Review and raise staff awareness of the practice's registration policy and process in relation to patients without a fixed address.

Details of findings and the evidence supporting our ratings is set out in the evidence table.

Dr Rosie Benneyworth 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 inspector. The team also included a GP specialist advisor, a practice manager specialist advisor and, for part of the inspection, a second CQC inspector who was shadowing aspects of the inspection process.

Background to Hazeldene Medical Centre

Hazeldene Medical Centre is located at 1b Wyld Way, Wembley, London HA9 6PW. Since, 2018, the practice has merged and now also operates three satellite surgeries. These are:

- The Eagle Eye Surgery, 26 Eagle Road, Alperton, London, HA0 4SH.
- Crest Medical Centre, 157 Crest Road, Willesden, London, NW2 7NA.
- Chamberlayne Road Surgery, 124 Chamberlayne Road, Queens Park, London NW10 3JP

The provider is registered with CQC to deliver the regulated activities: diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury. These regulated activities are delivered from all four sites.

Hazeldene Medical Centre and its satellite surgeries are located within the Brent Clinical Commissioning Group (CCG) and provide services to around 13,800 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. The practice is a member of the relevant local primary care networks.

The provider is an individual GP who registered with the CQC in 2013. The practice employs 6.25 whole time equivalent GPs (male and female), two practice nurses (part time); two health care assistants, a phlebotomist, 4 clinical pharmacists and 2 physician associates. There was a team of over 30 administrative and reception staff and a practice manager and an IT specialist.

The population characteristics vary somewhat across the four surgeries. The population close to the Eagle Eye surgery tends to be similar to the national average in terms of its age profile. The populations close to the Hazeldene, Crest and Chamberlayne Road surgeries have a higher proportion of adults aged 18-64 compared to the national average and fewer children and older people. The proportion of patients being of black, Asian and minority ethnic background also varies from 85% at the Eagle Eye Surgery; 75% at Hazeldene and Crest; and, 45% at Chamberlayne Road Surgery. The population of the practice tends to the average in terms of socio-economic indicators and life expectancy across all sites.