

# Dr Hugh Wright

## Inspection report

40 Biddulph Mansions  
210 Elgin Avenue  
London  
W9 1HT  
Tel: 02072866464  
www.mvmc.co.uk

Date of inspection visit: 03 December 2020  
Date of publication: 05/01/2021

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 safe?	Good	
Are services effective?	Good	
Are services caring?	Requires Improvement	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

# Overall summary

We carried out an announced comprehensive inspection of Dr Hugh Wright, also known as Maida Vale Medical Centre, on 11 February 2020 when the practice was rated inadequate overall (inadequate in safe and well-led and requires improvement in effective, caring and responsive) and placed in special measures. At that inspection we issued warning notices for breaches of Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance).

We then carried out an announced desk-based focused follow-up on 4 May 2020 to review the warning notices issued on 2 March 2020. At the follow-up we found that the provider had made improvements and had implemented systems and processes in relation to safeguarding, the management of patients on high-risk medicines, patient safety alerts and clinical supervision and oversight. We did not review the ratings awarded to this practice at this inspection.

The full comprehensive report on the 11 February 2020 inspection and the focused desk-based follow-up on 4 May 2020 can be found by selecting the 'reports' link for Dr Hugh Wright on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At this inspection on 3 December 2020 we undertook an announced comprehensive inspection to follow-up on inspection of 11 February 2020. At this inspection we looked at the following key questions:

- Safe
- Effective
- Caring
- Responsive
- 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.

As part of this comprehensive inspection the Lead CQC Inspector undertook video interviews on 1 and 2 December 2020 with the Practice Manager, Practice Nurse and administration/reception staff and reviewed documentary evidence submitted by the provider. On the day of the inspection on 3 December 2020, the GP Specialist Advisor undertook a video interview with the principal GP and the lead CQC Inspector undertook an on-site inspection and spoke with the Principal GP, Practice Manager and two salaried GPs.

**We have rated this practice as good overall (good in safe, effective, responsive and well-led) and requires improvement for caring services as patient survey outcomes were below local and national averages. We have rated all the population groups as good, except working age people (including those recently retired and students) as cervical screening outcomes were below national average.**

We rated the practice as **good** for providing safe, effective, responsive and well-led services because:

- 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.
- There was a clear leadership structure and staff felt supported by management.

We rated the practice as **requires improvement** for providing caring services because:

- The National GP Patient Survey results were lower than the CCG and England averages.

# Overall summary

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

- Continue to monitor and make improvements to the cervical screening and childhood immunisation outcomes.
- Continue to monitor and review patient experience outcomes for caring and responsive services.
- Complete the findings of the fire risk assessment.
- Complete the findings of the infection prevention and control (IPC) audit.
- Continue to review patients on repeat medications and link medications to diagnosis.

**I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by 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>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Requires Improvement</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP Specialist Advisor.

## Background to Dr Hugh Wright

Dr Hugh Wright, also known as Maida Vale Medical Centre, is situated at 40 Biddulph Mansions, 210 Elgin Avenue, London W9 1HT. The practice provides NHS primary care services to approximately 6,700 people living in Maida Vale, North-West London through a General Medical Services (GMS) contract (a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract). The practice is part of the NHS Central London (Westminster) Clinical Commissioning Group (CCG).

The practice is registered with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder and injury and maternity and midwifery services.

The practice is led by the principal GP who undertakes nine sessions per week (predominantly management and administrative), two female and two male salaried GPs (totalling 20 clinical sessions per week), a full-time clinical pharmacist, a practice nurse (20 hours per week), a full-time healthcare assistant. The clinical team is supported by a full-time practice manager and deputy practice manager and four reception/administrative staff.

The practice is open between 8.30am to 6pm on Monday to Friday. Patients can also access evening and weekend appointments at a local GP Hub.

The practice is located in an area where the population is relatively young with approximately 65% residents under 50 years of age. The population is ethnically diverse. The information published by Public Health England rates the level of deprivation within the practice population group as seven on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.