

# Chalkhill Family Practice

## Inspection report

Unit 3  
Welford Centre,  
113 Chalkhill Road  
Wembley  
HA9 9FX  
Tel: 0208 736 7033  
[www.chalkhillfamilypractice.nhs.uk](http://www.chalkhillfamilypractice.nhs.uk)

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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 Chalkhill Family Practice on 6 December 2018 as part of our inspection programme.

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 had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.

- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.
- Governance processes were established and embedded.
- Safety alerts were dealt with in an effective manner with patient searches run and appropriate action taken.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

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

- Monitor the temperature of water from hot and cold outlets and implement legionella training for all staff.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Professor Steve Field** CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

## 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>Good</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 adviser and a practice manager adviser.

## Background to Chalkhill Family Practice

Chalkhill Family Practice is located in Brent, London and holds a General Medical Services contract and is commissioned by NHS England, London. The practice is registered with the Care Quality Commission to provide diagnostic and screening procedures; family planning and treatment of disease, disorder or injury.

The provider, who was a single-handed female GP brought in two new partners, one female and one male, in August 2017. The female partner resigned in September 2018 leaving the original female partner providing seven patient facing appointment sessions per week and the male partner providing eight patient facing appointment sessions per week. In addition there is a clinical pharmacist providing four sessions per week and a long term female locum GP providing a further four sessions supplemented by other locums who provide up to another five sessions per week.

Due to changes with the Provider and Location details, this provider and location was effectively re-registered and became a new provider and location. This is the first inspection of this new provider and location.

The practice also employs a practice manager who works 30 hours a week, an assistant practice manager, a practice nurse who works 22 hours a week, two part-time healthcare assistants (HCA), a practice secretary and seven reception and administration staff members.

The practice is open between 9am and 6.30pm on Monday and Thursday, 7am and 7pm on Tuesday and Wednesday and 8am to 6:30pm on Friday. A full range of appointments with all clinicians are generally available when the practice is open, other than between 12:30pm and 1:30pm

The practice is part of the Kingsbury and Willesden network and provides a GP Hub service in the premises between 6pm and 9pm as part of the network. They also offer an extended GP Hub service for pre-booked appointments on Sunday. Outside of these hours, the answerphone advises patients of the telephone number of Care UK, their out of hours provider.

The practice has a list size of 6,940 patients and is located on the first floor of the Welford Centre at 113 Chalkhill Road, Wembley, HA9 9FX. Access to the practice is via an access lift and stairs.

The practice provides a wide range of services including phlebotomy, spirometry, ECG monitoring, joint injections, cryotherapy, child health surveillance, family planning and contraception, coil insertion, sexual health screening, cervical screening, chronic disease management including insulin initiation, travel clinic and NHS health checks. They also provide healthcare to three local care homes.



The practice is located in a very deprived and demographically diverse area with a large proportion of the practice population being from the black and ethnic minority (BME) community.



The practice has a higher proportion than average of young people aged between 15-44 years of age.