

Canberra Old Oak Surgery

Inspection report

Parkview Centre for Health
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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 to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced focused inspection at Canberra Old Oak Surgery on 2 November 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring – good (carried forward from previous inspection)

Responsive - good (carried forward from previous inspection)

Well-led - good

Following our previous inspection on 29 June 2017 the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Canberra Old Oak Surgery on our website at www.cqc.org.uk.

Why we carried out this inspection

We carried out this inspection to follow up concerns reported to us. For this focussed inspection, in line with our inspection methodology, we focussed on three of the five key questions we usually look at for a full comprehensive inspection; safe, effective and well led. Within these key questions we were able to investigate the concerns raised with us. We also followed up on the areas we told the provider they should improve at the previous inspection.

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:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

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.

Overall summary

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. However, we found the practice's performance in cervical screening and childhood immunisations was below target.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Continue taking steps to improve uptake of childhood immunisation and cervical screening.

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 video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Canberra Old Oak Surgery

Canberra Old Oak Surgery is a GP practice situated within the London Borough of Hammersmith & Fulham. The practice lies within the administrative boundaries of NHS Hammersmith & Fulham Integrated Commissioning Board (ICB) and is part of the Hammersmith and North Fulham primary care network (PCN); a network made up of seven GP practices. The practice provides primary medical services to approximately 10,362 patients living within Hammersmith and Fulham and holds an Alternative Provider Medical Services (APMS) contract. (APMS is a locally negotiated contract open to both NHS practices and voluntary sector or private providers).

Canberra Old Oak Surgery is managed by the provider organisation AT Medics Limited. The management contract commenced on 1 August 2016 following amalgamation of The Practice Canberra and Old Oak Surgery when the provider contracts for each practice ceased on 31 July 2016. AT Medics Limited is run by six GP directors who are all practicing GPs and they manage over 30 GP locations across London.

Canberra Old Oak Surgery is situated within Parkview Centre for Health and Wellbeing, Cranston Court, 56 Bloemfontein Road, Shepherds Bush, London, W12 7FG. This is a purpose built health and social care facility which opened in June 2015. The practice shares the premises with three other GP practices, along with a wide range of community services including district nursing, health visiting, community dental services and wellbeing and support services. The health centre building is owned and managed by Community Health Partnerships. The practice has access to five consultation rooms, a dedicated reception and waiting area on the ground floor and administrative space on the first floor. Accessible facilities are available throughout the building. There is no public car parking on site but pre-payable on street parking is available in the surrounding area.

The practice population is ethnically diverse with a large number of registered patients from a Middle Eastern or East African background. The practice population was relatively young with nearly 80% being of working age and only 5% classified as “older people”. The practice area is rated in the third most deprived decile of the national Index of Multiple Deprivation (IMD). People living in more deprived areas tend to have greater need for health services.

The practice team comprises of three male GPs, including the regional medical director, who collectively work a total of 16 clinical sessions per week. They are supported by three practice nurses working a total of 36 sessions per week, two full time healthcare assistants (HCA), two part time physician associates (PA) and two full time pharmacists, one of whom was a prescriber. The non-clinical team consists of ten administrators and receptionists and an assistant practice manager.

The practice opening hours are from 8am to 6.30pm Monday to Friday and 9am to 1pm on a Saturday. Consultation times in the morning are from 9am to 12noon and in the afternoon from 3pm to 6pm Monday to Friday. The out of hours services are provided by an alternative provider. The details of the out-of-hours service are communicated in a recorded message accessed by calling the practice when it is closed and on the practice website.

The practice provides a wide range of services including chronic disease management, maternity services and health checks for patients 40 years plus. The practice also provides health promotion services including, cervical screening, childhood immunisations, child health surveillance and contraception and family planning.

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