

Preston Road Surgery

Inspection report

56 Preston Road
Wembley
Middlesex
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Date of inspection visit: 15 January 2019
Date of publication: 04/03/2019

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?

Requires improvement 

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 Preston Road Surgery on 15 January 2019 as part of our inspection programme. We last inspected this practice on 8 December 2015 when they were rated good overall and for all population groups.

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 but requires improvement for providing safe services.

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

- Arrangements in relation to infection control did not mitigate the risk of spread of infection.
- Risk assessments to ensure the fire safety and health and safety of staff and people using the service had not been undertaken.

However, we found that:

- 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We found one area of outstanding practice:

The practice had a significant number of Tamil-speaking patients with diabetes who were unable to benefit from the NHS diabetes education programme DESMOND (Diabetes Education and Self-Management for Ongoing and Newly Diagnosed) as this was not available locally in Tamil. The practice facilitated the delivery of the programme quarterly at its practice with a Tamil interpreter from its team. This was initially for its own registered patients but had recently extended this to all patients registered with a Brent GP. We saw that from the last four events 15 patients had benefited from the programme.

The areas where the provider **must** make improvements are:

- Ensure care and treatment is provided in a safe way to patients.

The areas where the provider **should** make improvements are:

- Review safeguarding contact details available to staff in policies and guidance.
- Review how children coded as a safeguarding risk are maintained on a risk register.
- Review the clinical equipment calibration inventory.
- Review the system to check uncollected prescriptions.
- Review how the process for the management of patients on high-risk medicines is documented on the clinical system.
- Continue with efforts to improve the uptake of child immunisations and cervical screening.

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

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 lead inspector. The team included a GP specialist advisor and a practice nurse specialist advisor.

Background to Preston Road Surgery

Preston Road Surgery is located at 56 Preston Road, Wembley, London HA9 8LB and has access to five consultation rooms, which have recently been refurbished, on the ground and first floor. The first floor is accessible by stairs.

The practice holds a Primary Medical Services (PMS) contract with NHS Brent Clinical Commissioning Group (CCG) and provides services to 6993 patients.

The practice is registered as a partnership with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery services, family planning and surgical procedures.

The practice staff comprises of a male and a female GP partner undertaking 18 combined sessions per week and two female and one male long-term locum GP undertaking 10 sessions per week. The clinical team is supported by a practice nurse, three healthcare assistants and phlebotomist. The practice employs its own clinical pharmacist (15 hours a week) and a midwife and health

visitor (three hours each per week) to support the GPs and enhance the community nurse provision. There is a full-time practice manager and five administration and reception staff.

The practice is open between 8am and 6.30pm Monday to Friday and offers extended hours on Monday and Tuesday from 6.30pm to 7.30pm. The practice offers on-line services, which include appointment booking and repeat prescriptions which can be accessed from the practice website. Patients can also access GP and practice nurse appointments from 6.30pm-8pm on Monday to Friday and from 8am-8pm on Saturdays and Sundays at five GP hub sites in Brent.

Information published by Public Health England rates the level of deprivation within the practice population group as six on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice population is ethnically diverse with 39% being Sri Lankan, 19% Eastern European and 17% Indian. Practice staff can speak a wide range of languages including Hindi, Tamil, Polish, Spanish, Sinhalese and Gujarati. The prevalence of diabetes was higher than local and national averages.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <p>The provider was failing to ensure that care and treatment was provided in a safe way for patients. In particular:</p> <ul style="list-style-type: none">• Arrangements in relation to infection control did not mitigate the risk of spread of infection.• Risk assessments to ensure the fire safety and health and safety of staff and people using the service had not been undertaken. <p>This was in breach of regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>