

# Oldfield Family Practice

## Inspection report

285 Greenford Road  
Greenford  
Middlesex  
UB6 8RA  
Tel: 02085781417  
[www.oldfieldfamilypractice.nhs.uk](http://www.oldfieldfamilypractice.nhs.uk)

Date of inspection visit: 26 April 2022  
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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?

Requires Improvement 

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 inspection at Oldfield Family Practice on 26 April 2022. Overall, the practice is rated as Good.

Safe - Requires improvement

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

## Why we carried out this inspection

We carried out a comprehensive inspection at Oldfield Family Practice as part of our inspection programme.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- 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.
- Information from the provider, patients, the public and other organisations.

## We have rated this practice as Good overall

We found that:

# Overall summary

- The practice had systems, practices and processes to keep people safe and safeguarded from abuse.
- The practice had systems to manage risk so that safety incidents were less likely to happen. However, the systems for the appropriate and safe use of medicines were not always effective and required improvement.
- Patients received 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

We found a breach of regulations. The provider **must**:

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

(Please see the specific details on action required at the end of this report).

In addition to the above, the practice **should**:

- Continue to review and improve uptake rates for childhood immunisations and cervical screening.

**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

## 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 Oldfield Family Practice

Oldfield Family Practice is located in Greenford, Middlesex at:

285 Greenford Road

Greenford

Middlesex

UB6 8RA

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the borough of Ealing and is part of the North West London Clinical Commissioning Group (CCG). The practice delivers General Medical Services (GMS) to a patient population of about 4,900. This is part of a contract held with NHS England.

The practice is part of a wider network of seven GP practices known as Greenwell Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth decile (five of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 47% White, 30% Asian, 11% Black, 4% Mixed, and 8% Other.

The practice is led by a GP principal (female). The GP principal is supported by three salaried GPs (male and female), two GP locums, practice nurse, health care assistant, two phlebotomists, practice manager and a team of reception/administration staff. The practice receive support from PCN staff including pharmacists and social prescribers.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally at hub locations, where late evening and weekend appointments are available.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>Improvements were required for the proper and safe management of medicines. In particular;</p> <ul style="list-style-type: none"><li>• Diagnosis was not linked with medicines prescribed.</li><li>• The system for acting on safety alerts was not effective as not all alerts were actioned.</li><li>• Patients taking rescue steroids were not reviewed to check response to treatment after an acute exacerbation of asthma.</li></ul> <p>This was in breach of Regulation 12(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	