

The Medical Centre - Dr Kukar

Quality Report

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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 service

Good



Are services caring?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at The Medical Centre – Dr Kukar on 17 May 2016. The overall rating for the practice was good but required improvement for providing caring services. This was specifically in relation to concerns about the low number of patients the practice had identified as carers and low patient satisfaction scores for several aspects of care in the GP patient survey results 2014/15.

The full comprehensive report on the 17 May 2016 inspection can be found by selecting the ‘all reports’ link for The Medical Centre – Dr Kukar on our website at www.cqc.org.uk.

This inspection was a follow up desk based focused inspection carried out on 16 June 2017 to confirm that the practice had addressed the concerns that we identified in our previous inspection on 17 May 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The practice is now rated good for providing caring services and the overall rating remains as good.

Our key findings were as follows:

- Results from the GP survey 2015/16 showed that patient’s satisfaction scores were consistently similar to local and national averages to questions about GP and nurse consultations and with patient involvement. This was an improvement from the previous patient survey in 2014/15 when patient satisfaction was consistently below local and national averages in the same question areas.
- The practice had since our last inspection increased the number of patients identified as carers from ten and currently had a carers’ register of 52 patients (0.8% of the practice list size).

We also reviewed the actions taken since the last inspection to the areas where we identified the practice should make improvement and saw that most had been addressed.

Our findings were as follows;

- Information informing patients about interpreting services was now displayed in the waiting room which at the time of the last inspection had not been in place.
- The practice had installed a hearing loop in the reception area to assist any patients with hearing impairment.
- Data from the quality and outcome framework (QOF) 2015/16 demonstrated improved achievement rates

Summary of findings

for mental health indicators that were significantly below the national average in 2014/15. QOF data 2015/16 showed that the percentage of patients with schizophrenia, bipolar affective disorder and other psychoses who had a comprehensive, agreed care plan had increased from 38% to 76%, which was comparable to the national average of 88%.

- Since our last inspection no improvement had been made to the practice's cervical screening uptake rates which still remained significantly below local and national averages (30%, 71% and 81% respectively). The practice was aware and endeavoured to improve their cervical screening uptake rates through active call and re-call of non-attendees, opportunistic encouragement of patients to attend cervical

screening with female GPs and attempt to secure a part-time female practice nurse with CCG involvement. The practice considered that lower achievement rates may be attributed to cultural beliefs and refusal by patients to cervical screening.

The areas where the provider should make improvement are;

- Continue to monitor and improve cervical screening up take rates to align with local and national averages.
- Continue to identify and support more patients who are carers.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services caring?

The practice is rated as good for providing safe services.

- Results from the GP survey 2015/16 showed that patient's satisfaction scores were consistently similar to local and national averages to questions about GP and nurse consultations and with patient involvement in decisions about care and treatment.
- The practice had increased the number of patients identified as carers from ten and currently had a carers' register of 52 patients (0.8% of the practice list size).

Good



Summary of findings

Areas for improvement

Action the service **SHOULD** take to improve

- Continue to monitor and improve cervical screening up take rates to align with local and national averages.
- Continue to identify and support more patients who are carers.

The Medical Centre - Dr Kukar

Detailed findings

Our inspection team

Our inspection team was led by:

This follow up desk based focused inspection was conducted by a CQC inspector.

Background to The Medical Centre - Dr Kukar

The Medical Centre - Dr Kukar provides primary medical services to approximately 6,700 patients living within the London Borough of Hammersmith & Fulham. The practice lies within the administrative boundaries of NHS Hammersmith and Fulham Commissioning Group (CCG) and is a member of the Hammersmith & Fulham GP federation. The practice holds a core General Medical Services Contract (GMS) and Directed Enhanced Services Contracts.

The practice is located at 13 Ollgar Close, Uxbridge Road, London, W12 0NF, with good transport links by bus and rail services. The practice operates from a converted rented building managed by a private organisation.

The practice population is ethnically diverse with the majority of Middle Eastern and South-East Asian ethnicities. There is a higher than the national average number of patients between 5 and 16 years of age and between 20 and 44 years of age. There is a lower than the national average number of patients 60 years plus. The practice area is rated in the third more deprived decile of the national Index of Multiple Deprivation (IMD). People living in more deprived areas tend to have greater need for

health services. Data from Public Health England 2015/16 shows that the practice has a lower percentage of patients with a long-standing condition compared to CCG and England averages (47%, 42%, and 53% respectively).

The practice team comprises of a male principal GP, a female salaried GP and a male and female sessional GP, who collectively work 23 clinical sessions per week. They are supported by a part-time male practice nurse who works on a Saturday only, two part-time health care assistants, a part-time practice manager and five administrative staff.

The practice opening hours are from 8am to 6.30pm Monday to Friday. Extended hour appointments are offered from 7am to 8am on Monday, 6.30pm to 8pm Tuesday to Friday and 8am to 5pm on Saturday. GP appointments are from 7am to 1pm and 2pm to 6.30pm on Monday; 10am to 1pm and 2pm to 5pm Tuesday to Thursday; 10am to 1pm and 2pm to 7pm on Friday; and 10am to 5pm on Saturday. 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 is registered with the Care Quality Commission to provide the regulated activities of diagnostic & screening procedures, family planning, maternity & midwifery services, surgical procedures and treatment of disease disorder & Injury. The practice no longer provides surgical and had submitted an application for the removal of this activity from their CQC registration.

The practice provides a wide range of services including chronic disease management, minor surgery 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.

Detailed findings

Why we carried out this inspection

We undertook a comprehensive inspection of The Medical Centre - Dr Kukar on 17 May 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall, although the key question caring was rated as requires improvement. The full comprehensive report following the inspection on 17 May 2016 can be found by selecting the 'all reports' link for The Medical Centre - Dr Kukar on our website at www.cqc.org.uk.

We undertook a follow up desk based focused inspection of The Medical Centre - Dr Kukar on 16 June 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the concerns that we identified in our previous inspection on 17 May 2016 had been addressed.

How we carried out this inspection

We carried out a follow up desk based focused inspection of The Medical Centre - Dr Kukar on 16 June 2017. This involved the review of documentation we had asked the practice to submit to demonstrate that improvements had been made in the areas of concern that were identified at our previous inspection on 17 May 2016.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services caring?

Our findings

At our previous inspection on 17 May 2016, we rated the practice as requires improvement for providing caring services. This was specifically in relation to concerns about the low number of patients the practice had identified as carers and low patient satisfaction scores for several aspects of care highlighted in the GP patient survey results 2014/15.

These areas of concern had significantly improved when we undertook a follow up inspection on 16 June 2017. The practice is now rated as good for providing safe services.

Kindness, dignity, respect and compassion

When we inspected the practice on 17 May 2016 results from the GP survey 2014/15 showed the practice fell mostly below local and national averages for its satisfaction scores on consultations with GPs and nurses. At this inspection the findings from the GP survey published 7 July 2016 showed improved patient satisfaction scores for consultations with GPs and nurses, with the practice now comparable to or above local and national averages. For example;

- 85% of patients said the GP was good at listening to them compared to the clinical commissioning group (CCG) average of 87% and the national average of 89%.
- 83% of patients said the GP gave them enough time compared to the CCG average of 83% and the national average of 87%.
- 82% of patients said they had confidence and trust in the last GP they saw compared to the CCG average of 92% and the national average of 92%.
- 86% of patients said the last GP they spoke to was good at treating them with care and concern compared to the CCG and national average of 85%.

- 78% of patients said the last nurse they spoke to was good at treating them with care and concern compared to the CCG average of 85% and the national average of 91%.
- 80% of patients said they found the receptionists at the practice helpful compared to the CCG average of 86% and the national average of 87%.

Care planning and involvement in decisions about care and treatment

When we inspected the practice on 17 May 2016 results from the GP survey 2014/15 showed the practice fell below local and national averages for its satisfaction scores on involvement and decisions about care and treatment. At this inspection the findings from the GP survey published in July 2016 demonstrated higher satisfaction scores with the practice now comparable to or above local and national averages. For example,

- 84% of patients said the last GP they saw was good at explaining tests and treatments compared to the CCG average of 84% and the national average of 86%.
- 79% of patients said the last GP they saw was good at involving them in decisions about their care compared to the CCG average of 80% and national average of 82%.

Patient and carer support to cope emotionally with care and treatment

At our last inspection on 17 May 2016 the practice had identified 10 patients as carers which was less than 00.2% of the patient list.

At this inspection the practice showed us that they had identified 52 patients as carers (0.8% of the practice list size). The practice's computer system alerted GPs if a patient was also a carer. The practice pro-actively sought to identify patients who were carers so that appropriate support could be offered.