

Kenton Bridge Medical Centre

Inspection report

155-175 Kenton Road
Harrow
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www.kbmc.org.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 well-led?

Good 

Overall summary

We carried out an announced inspection at Kenton Bridge Medical Centre on 7-10 December 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 16 May 2019, the practice was rated good overall and for all key questions except Safe which was rated as requires improvement. This was because the practice did not have adequate recruitment checks in place and could not demonstrate how it was learning from incidents and complaints.

The full reports for previous inspections can be found by selecting the 'all reports' link for Kenton Bridge Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection to follow up on:

- Our key questions of Safe, Effective and Well-Led
- Previous breaches of regulations 12 (Safe Care and Treatment) and 18 (Staffing)
- Previous recommendations for improvement
- Access to the practice during the pandemic

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

Overall summary

- 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

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.
- 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.

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

- Ensure all its staff records include required and relevant evidence and documents in relation to recruitment and appraisal.
- Continue work to improve childhood immunisation and cervical screening uptake rates in line with national guidance and targets.
- Ensure staff are aware of the practice mission statement and values and are involved in any further development work on these aspects of the service.

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 inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a second CQC inspector and 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 Kenton Bridge Medical Centre

Kenton Bridge Medical Centre is located in Kenton, Harrow at: 155-175 Kenton Road, Kenton, Harrow, Middlesex, HA3 0YX

The practice is situated within the North West London Clinical Commissioning Group (CCG) and delivers services to a patient population of around 7000.

The practice has a relatively large proportion of working age patients and a lower than average number of patients aged over 75. The National General Practice Profile states that 54% of the practice population is from an Asian background with a further 14% of the population originating from black, mixed or other non-white ethnic groups.

Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 86 years compared to the national average of 83 years.

The provider is a partnership of two GPs. The practice employs salaried GPs, managers, a practice nurse and administration and reception staff. Patients have the choice of a male or female GP.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of appointment times.

The practice is open between 8am and 6.30pm from Monday to Friday and extended opening hours are offered between 6.30pm and 7.00pm on Monday. When the practice is closed, patients are directed to NHS 111.

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