

Chorleywood Health Centre

Inspection report

15 Lower Road
Chorleywood
Rickmansworth
Hertfordshire
WD3 5EA

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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Chorleywood Health Centre on 8 May 2019 as part of our inspection programme.

We based our judgement of the quality of care provided 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 rated the practice as good overall and good for all population groups.

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 routinely reviewed the effectiveness and appropriateness of the care it provided. Staff had the skills, knowledge and experience to deliver effective care and treatment.
- Staff involved patients in their care and treatment decisions and treated them with kindness, dignity and respect.
- The practice organised and delivered services to meet patients' needs. 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-centred care and an inclusive, supportive environment for staff. There was a focus on continuous learning and improvement at all levels of the practice. Where we identified any concerns during our inspection, the practice took immediate action to respond and ensure any issues were resolved.

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

- Adhere to the intercollegiate guidance on safeguarding competencies so that staff complete the appropriate level of safeguarding training for their roles.
- Continue to implement the newly developed practice policy and protocol on 'was not brought' children.
- Continue to maintain appropriate records that demonstrate staff vaccination is completed in line with current Public Health England (PHE) guidance.
- Display the appropriate sepsis guidelines in the reception area, for those staff to follow.
- Continue to maintain risk assessments where the practice's decision is not to stock certain emergency medicines.
- Increase the provision of NHS health checks for patients aged 40 to 74 years.
- Continue to maintain an 80% or above attainment for women adequately screened for cervical cancer.
- Continue to identify and support carers in the practice population.
- Take steps so that the Patient Participation Group (PPG) is an active meeting group and fully engaged with the practice.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser, a CQC inspection manager and a CQC registration inspector in a shadowing role.

Background to Chorleywood Health Centre

Chorleywood Health Centre provides a range of primary medical services from its premises at 15 Lower Road, Chorleywood, Rickmansworth, Hertfordshire, WD3 5EA.

The practice is part of the Watford Extended Access GP Federation. The practice is also in the early stages of participating in a Primary Care Network (PCN). (A Primary Care Network is a group of practices working together to provide more coordinated and integrated healthcare to patients).

The provider, Dr Edin Lakasing, is registered with CQC to deliver five Regulated Activities at Chorleywood Health Centre. These are: diagnostic and screening procedures; maternity and midwifery services; family planning services; surgical procedures and treatment of disease, disorder or injury. Services are provided on a General Medical Services (GMS) contract (a nationally agreed contract) to approximately 6,930 patients.

The practice is within the Hertfordshire local authority and is one of 62 practices serving the NHS Herts Valleys Clinical Commissioning Group (CCG).

The practice team consists of two male and two female GPs. There is an advanced nurse practitioner, a practice nurse, a healthcare assistant, a clinical administrator (also qualified as a nurse practitioner), a practice manager and 12 reception, administration, secretarial and cleaning staff.

The practice serves a slightly lower than average population of those aged four years and under. There is a higher than average population of those aged 65 years and over. The practice population is predominantly white British and has a Black and minority ethnic (BME) population of approximately 11% (2011 census), most of whom are from a south Asian background. Information published by Public Health England rates the level of deprivation within the practice population as 10. This is measured on a scale of one to 10, where level one represents the highest levels of deprivation and level 10 the lowest.

An out of hours service for when the practice is closed is provided by Herts Urgent Care and can be accessed via the NHS 111 service.