

The Oldfield Family Practice

Inspection report

285 Greenford Road
Greenford
Middlesex
UB6 8RA
Tel: 020 8578 1914
www.oldfieldfamilypractice.nhs.uk

Date of inspection visit: 18 July 2019
Date of publication: 09/09/2019

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?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Requires improvement 

Overall summary

We carried out an announced comprehensive inspection at The Oldfield Family Practice on 18 July 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following whistle blowing concerns we received.

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 in all the key questions with the exception of well-led which we rated as requires improvement. We rated all the population groups as good with the exception of families, children and young people which we rated as requires improvement.

We rated the practice as **requires improvement** for providing well-led services because:

- The leadership present on the day of the inspection demonstrated they had the experience, capacity and capability to run the practice and ensure high quality care. However, there were divisions between practice leaders and practice leaders and staff resulting in a breakdown in communication and relationships.
- Staff reported that they were not able to raise concerns with all the practice leaders and did not always feel supported.
- Not all leaders took seriously the safety and well-being of staff and staff did not always feel respected and valued.

We rated the practice as **requires improvement** for the families, children and young people population group because:

- Childhood immunisation rates were significantly below the World Health Organisation (WHO) based target of 95%.

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.
- Staff had the skills, knowledge and experience to carry out their roles.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

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

- Consider ways to address the divisions in leadership, ensure staff are supported by all leaders and their safety and well-being is prioritised.
- Review safeguarding training for staff to ensure it is in line with intercollegiate guidance (updated January 2019).
- Develop quality improvement activity including clinical audit.
- Improve childhood immunisation uptake to bring in line with the WHO based target of 95%.
- Consider providing information leaflets in other languages and easy read format appropriate for the local population.

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

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Requires improvement	
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.

Background to The Oldfield Family Practice

The Oldfield Family Practice is located at 285 Greenford Road, Greenford, Ealing, HA3 0UQ. The surgery has good transport links and there is a pharmacy located nearby.

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

The Oldfield Family Practice is situated within the Ealing Clinical Commissioning Group (CCG) and provides services to 4,400 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering general medical services and is the commonest form of GP contract.

The provider is partnership of a male and a female GP who registered with the CQC in April 2013. The practice employed a practice manager, practice nurse, healthcare assistant and several administration staff. The practice is currently part of a wider network of GP practices.

There are a high number of patients between 15 and 64 years and a smaller number over 65 years of age. The National General Practice Profile states that 47% of the practice population is from a White background, 30% from an Asian background with a further 23% 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 five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 79.4 years compared to the national average of 79.2 years. Female life expectancy is 83.3 years compared to the national average of 83.2 years.