

# Dr Geraldine Golden & Dr Michael Abu

## Inspection report

The Kenton Bridge Medical Centre  
155-175 Kenton Road  
Harrow  
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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 effective?

Good 

# Overall summary

We carried out an announced review at Dr Geraldine Golden & Dr Michael Abu's Practice on 7 June 2021. Overall, the practice is rated as good.

We reviewed whether the practice was providing effective services:

Effective - Good

Following our previous inspection on 2 May 2019, the practice was rated good overall and for the key questions of Safe, Caring, Responsive and Well-led. The practice was rated as requires improvement for providing Effective services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Geraldine Golden & Dr Michael Abu on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this review

This review was a focused review of information without undertaking a site visit to follow up on a breach of Regulation 17 Good governance. At the last inspection we found:

- The practice had low uptake rates for childhood immunisations and cervical screening.
- The practice had above average levels of 'exception reporting' across multiple clinical performance indicators on the Quality and Outcomes Framework. We were concerned this might be adversely affecting the way the practice was managing the care of patients with long term conditions.

We also followed up on 'should do' actions identified at the last inspection. Specifically:

- The practice was unable to offer patients an appointment with a practice nurse within a reasonable timescale.

## How we carried out the review

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 reviews differently. This review was carried out without visiting the location by reviewing information supplied by the provider and the most recently published performance data for the practice.

## Our findings

We based our judgement of the quality of care at this service on a combination of:

- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

**At this review, we have rated this practice as good for providing effective care and good for the population groups: people with long-term conditions; and, families, children and young people. The practice is rated as good overall.**

**The population group of working age people remains rated as requires improvement because the practice has not improved cervical screening uptake rates since the previous inspection.**

# Overall summary

We found that the practice had taken action to make the required improvements since our previous inspection:

- Patients received effective care and treatment that met their needs.

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

- Take action to understand the specific reasons for the low uptake of cervical screening among eligible patients and address any identified barriers.

**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

<b>Older people</b>	<b>Not inspected</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Requires Improvement</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

Our review was carried out a CQC inspector who reviewed documentary evidence held by CQC and supplied by the provider without visiting the location.

## Background to Dr Geraldine Golden & Dr Michael Abu

Dr Geraldine Golden & Dr Michael Abu (locally known as Kenton Bridge Medical Centre) is a GP practice located in Harrow in North West London.

The practice is situated within the North West London Clinical Commissioning Group (CCG) and provides services to around 8000 patients. The practice is part of a wider primary care network of GPs.

The practice is located in purpose-built premises which is shared with another GP practice. Services are provided from: The Kenton Bridge Medical Centre, 155-175 Kenton Road, Harrow, HA3 0YX. Online services can be accessed from the practice website: [www.kentonbridgemedicalcentre.org.uk](http://www.kentonbridgemedicalcentre.org.uk). Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, the practice is currently providing a mix of telephone, remote and face-to face consultations.

There is one lead GP supported by several regular locum GPs. Patients have the choice of a male or female doctor. The practice employs an enhanced practice nurse (EPN), a practice nurse and a health care assistant. The practice manager is supported by a team of administrative and reception staff.

The practice population is made up of a larger than average proportion of working age adults. The local population is ethnically diverse with around two-thirds of people originating from an Asian, Black, mixed or other non-white background. Information published by Public Health England, shows that the local area has below average rates of deprivation and higher than average life expectancy.

The service is registered with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures; treatment of disease, disorder and injury; surgical procedures; family planning; and maternity and midwifery services.