

# The Circle Practice

## Inspection report

Belmont Health Centre  
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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 safe?	Good 
Are services effective?	Requires improvement 
Are services caring?	Good 
Are services responsive?	Good 
Are services well-led?	Good 

# Overall summary

We carried out an announced focused inspection at The Circle Practice on 15 August 2019.

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

We also followed up a breach in regulations identified at the previous inspection on 10 May 2018. At that inspection, we rated the safe key question Requires Improvement due to potentially unsafe administration of vaccines.

Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Is the service safe?
- Is the service effective?
- Is the service well-led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Is the service caring?
- Is the service responsive?

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.**

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 was able to show that staff had the skills, knowledge and experience to carry out their roles.
- The practice was able to show that it always obtained consent to care and treatment.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

We rated the practice as **Requires Improvement** for providing effective services because:

- Some performance data was significantly below local and national averages. The practice had taken some action but there was limited evidence of improvement at the time of inspection.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

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

- Maintain the practice training matrix to ensure all completed training is included.
- Monitor staff completion of Health and Safety training in line with the practice's training policy.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneworth** 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)	Requires improvement	

## Our inspection team

Our inspection team was led by a CQC inspector. The team included a GP specialist advisor and a second CQC inspector.

## Background to The Circle Practice

The Circle Practice provides primary medical services to approximately 9000 patients in the Harrow area through a personal medical services contract. The practice is one of three GP practices and community health services co-located in a purpose-built health centre. The practice is currently located on the ground floor. It is accessible to patients with disabilities.

The practice team is made up of three GP partners; two salaried GPs; two part-time practice nurses; a health care assistant; a practice manager and administrative and reception staff. The practice patients have access to an additional nurse who is shared with the other two practices in the health centre. Patients can choose to see a male or female doctor.

The practice is open from 8am-6:30pm during the week with extended opening on Tuesday and Thursday evenings between 6.30pm and 8pm. Telephone consultations are available and home visits are provided for patients who are housebound or too ill to visit the practice.

The practice population is similar to the national average in terms of its age and sex profile. Overall, the area is

average in terms of socio-economic indicators and life expectancy. The population is ethnically diverse with around 40% of patients describing themselves as Asian by ethnic origin.

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

We previously carried out an inspection of The Circle Practice on 10 May 2018. At that inspection, we found a breach of the legal requirements and we issued a requirement notice in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) 2014. The practice was rated Good overall and for providing effective, caring, responsive and well-led services and Requires Improvement for providing safe services.

The previous inspection reports can be found by selecting the 'all reports' link for The Circle Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>How the regulation was not being met:</b></p> <p>There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance.</p> <p>In particular we found:</p> <ul style="list-style-type: none"><li>• The follow up system to improve quality outcomes for patients was not yet effective, in particular childhood immunisations.</li><li>• The practice did not have systems in place to demonstrate it analysed and addressed outlier areas of performance, for example, high exception reporting for mental health indicators.</li></ul> <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>