

# Shepherds Bush Medical Centre

## Inspection report

336 Uxbridge Road  
Shepherds Bush  
London  
W12 7LS

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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 comprehensive inspection at Shepherds Bush Medical Centre on 10 October 2019 as part of our inspection programme.

We previously inspected Shepherds Bush Medical Centre on 22 January 2019. At that inspection, we rated the service as inadequate for safe, effective and well-led care. We rated the service as requires improvement for being caring and responsive. The service was rated as inadequate for all population groups. The service was placed into special measures for six months from 21 February 2019.

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 have rated it as good for the following population groups: Older people, people whose circumstances may make them vulnerable and people experiencing poor mental health (including people with dementia).**

**We rated the following population groups: people with long-term conditions; working age people and families, children and young people as requires improvement.**

Overall, we have rated patient population groups as **requires improvement**.

We rated the practice as **good** in providing safe services because they had improved:

- The practice had clear systems and processes to keep patients safe.
- The practice had improved its systems for the management of emergency medicines.
- The practice had adequate systems in place to ensure that prescribing materials were kept securely.
- The practice had an effective system in place to safely manage patients who are prescribed high risk medicines.
- The practice had an effective system in place to manage safety alerts.
- The practice had made improvements to its systems when things went wrong

We rated the practice as **requires improvement** in providing effective services. We found the practice had improved in providing effective services. However, we found :

- The long term conditions, working age people; and families, children and young people population groups as requires improvement because patient data regarding long term conditions, cervical screening and childhood immunisation uptake rates were not yet in line with the relevant national targets.

We rated the practice as **good** in providing well-led as services because they had improved:

- The practice could demonstrate they had effective systems and processes in place to keep people safe.
- There are adequate systems and processes in place to be assured of the quality and safety of the service being provided.
- Leaders could show that they had the capacity and skills to deliver high quality, sustainable care.
- The practice had a clear vision, that was supported by a credible strategy.
- The practice culture supported high quality sustainable care.
- The practice could demonstrate they had clear and effective processes in place for managing risks, issues and performance.

We rated the practice as **good** in providing caring and responsive services because:

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

- Monitor the effectiveness of actions to increase uptake of cervical screening.
- Continue efforts to increase the uptake of childhood immunisations.
- Monitor the effectiveness of action plans regarding long term conditions management to increase patients' attendance.

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by this service.

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

**Dr Rosie Benneworth BM BS BMedSci MRCGP**

# Overall summary

**Chief Inspector of Primary Medical Services and  
Integrated Care**

## Population group ratings

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Requires improvement</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>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a practice nurse specialist advisor who was shadowing the team and a practice manager specialist advisor.

## Background to Shepherds Bush Medical Centre

Shepherd's Bush Medical Centre is located at 336 Uxbridge Road, Shepherds Bush, London, W12 0PT. There are good transport links by rail and bus and there is a pharmacy located nearby. The practice operates from a converted Victorian house which is leased from a previous GP partner and managed by the current GP partners. The building is set over three floors with stair

access only. There are two rooms non-clinical in the basement, one on the ground floor and two on the first floor. The reception and waiting area are on the ground floor with wheelchair access to the entrance of the building. There are toilet facilities on the ground floor. There is pre-payable off street parking in the surrounding area.

We previously inspected this practice on two occasions, in October 2014, and the practice was rated as requires improvement overall. We rated the five domains as safe: inadequate, well led, effective and responsive: requires improvement, caring: good and requires improvement across all patient population groups. Following our inspection in December 2016, the practice was rated as good across all domains and patient population groups.

The full comprehensive reports of the previous inspections can be found by selecting the 'all reports' link for Shepherds Bush Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

The practice provides NHS primary care services to approximately 3438 patients, and operates under a General Medical Services (GMS) contract. In addition, the practice holds a Directed Enhanced Services Contract. This is a contract between general practices and NHS England for delivering services to the local community. The practice is part of the Hammersmith and Fulham GP Federation and the NHS North West London Clinical Commissioning Group (CCG).

The provider was registered with CQC in April 2013 to deliver the following Regulated Activities: diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice consists of two male GP partners working thirteen sessions each over each two-week period. There are currently no female GP's employed at the practice. They are supported by one full time practice nurse who works nine sessions per week, a practice manager and five administration staff.

The practice population is in the third most deprived decile in England. There are higher than average numbers of patients in the 25 to 44 age range, with the number of people over the age of 75 lower than the national average.

Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice reception is open Monday to Friday between 8.00am-6.30pm. Patients may book appointments by telephone, online or in person. The practice has provided extended hours services are available at three practices across the borough in the evening between 6.30pm-8.00pm or at the weekend. During the practice's opening hours, patients can call and ask to book an appointment at one of these sites for an evening or weekend appointment.

When the practice is closed, patients are directed to contact the local out of hours service and NHS 111. Out of hours services are provided by Care UK Ltd and contact details are communicated in a recorded message accessed by calling the practice when it is closed, or by accessing the information on the practice website.

Patients can book appointments up to 4 weeks in advance using online services. Alternatively, appointments may pre-booked up to three weeks in advance, in person or by telephone.

On Saturdays, at all sites, pre-bookable practice nurse appointments are available which can be booked through the practice. Information is available on the practice website regarding GP extended hours services open to all patients in the borough running 7 days a week in Hammersmith and Fulham.