

Dr Philip Olufunwa

Inspection report

Health At The Stowe
260 Harrow Road
London
W2 5ES
Tel: 02034056580
www.westbournegreensurgery.nhs.uk

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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out a focused inspection of Dr Philip Olufunwa's practice at Westbourne Green Surgery on 11 August 2022. This was an unrated inspection to follow-up non-compliance.

Following our previous inspection on 1 April 2022, the practice was rated requires improvement overall and for the key questions of safe, effective and well-led. The practice was rated as good for providing caring and responsive services. We issued a warning notice to the practice requiring it to improve the safety of its service by 1 August 2022.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Philip Olufunwa on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up a breach of regulations from a previous inspection. We did not rate any key questions at this inspection.

At this inspection we focused on the concerns identified at the previous inspection:

- recruitment processes;
- assessment and mitigation of environmental risks;
- readiness for medical emergencies;
- systems for clinical oversight;
- the management of patients with long-term conditions;
- monitoring of patients prescribed higher risk medicines;
- implementation of national patient safety alerts; and
- adequacy of staffing levels.

How we carried out the inspection

This inspection was carried out with a site visit on 11 August 2022 alongside remote clinical searches. The methods included:

- Conducting a mix of online and face-to-face interviews with the provider and staff.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Reviewing other documentary evidence of policies and processes.
- Observation of the safety of the premises and equipment.

Our findings

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 found that:

Overall summary

- The practice had addressed some but not all the concerns identified at the previous inspection. For example, the monitoring of patients on higher risk medicines had improved.
- The practice was generally providing clinical care in line with guidelines. The management of patients with hypothyroidism had improved but we found continuing issues in relation to the management of patients with diabetic retinopathy.
- The practice had not satisfactorily implemented one of the national patient safety alerts that we reviewed.
- The practice could not yet demonstrate that it had effective systems in place to identify and manage risks to patients and staff, for example it had not completed all required recruitment checks at the time of the inspection.
- Evidence of clinical oversight and supervision was still not being documented.
- The practice leadership had not stabilised clinical staffing prior to the inspection resulting in continued staff turnover, staff stress and periods when patient access to the service had been limited.
- The provider had sought external assistance since our previous inspection. The provider was in the process of moving to a formal partnership with a neighbouring practice.

We found a continuing breach of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who carried out a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Dr Philip Olufunwa

Westbourne Green Surgery is located in West London at:

Health at the Stowe

260 Harrow Road

London

W2 5ES

The practice has around 4000 registered patients. It is located in the City of Westminster. It is part of a local network of practices, known as the Regents Canal and Paddington Primary Care Network, and falls within the North West London Integrated Care System.

The practice is situated in a purpose-built health centre, collocated with NHS community services and which is managed by a separate property management agency. The clinical and public areas of the practice are located on the ground floor and are accessible to people with disabilities.

The practice is currently run by an individual provider who is a GP. The provider employs several sessional locum GPs; a part-time practice nurse; a healthcare assistant and a team of administrators and receptionists. Patients have the choice of a male or female GP.

At the time of the inspection the provider was in the process of moving to a formal partnership with a neighbouring practice and had engaged the services of a primary care consultancy and an interim practice manager to support the practice during the transition. It was also taking advice from the local NHS commissioning team.

The practice is open weekdays from 8am to 6.30pm with telephone lines opening from 9am. It also hosts an extended hours primary care service. This is open to patients of the practices in the primary care network by appointment from 6.30pm to 8pm on weekdays and from 12noon to 8pm on weekends.

Due to the enhanced infection prevention and control measures put in place since the COVID-19 pandemic and in line with national guidance, a proportion of GP appointments are currently provided as telephone consultations. Patients are offered face-to-face appointments if this is clinically appropriate.

Out of hours services are provided by LCWUCC (accessible by the 111 telephone and online service). Information about how to access out of hours services is provided on the practice website and via a recorded telephone message when the practice is closed.

The local population experiences high levels of income deprivation, lower life expectancy and lower rates of employment than the local and national averages. The population is relatively young and the prevalence of long-term health conditions in the population is lower than the England average except for rates of mental illness and the proportion of patients living with obesity which are higher.

The practice is registered with the Care Quality Commission to carry out the following regulated activities:

- diagnostic and screening procedures
- surgical procedures
- family planning
- treatment of disease, disorder or injury, and
- maternity and midwifery services.