

Grand Union Health Centre

Inspection report

209 Harrow Road
London
W2 5EH
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www.grandunionhealthcentre.co.uk

Date of inspection visit: 14 March 2019
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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?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Outstanding 

Overall summary

We carried out an announced comprehensive inspection at Grand Union Health Centre on 14 March 2019 as part of our inspection programme.

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 outstanding for providing well led services.

We rated the practice outstanding for providing well led services because the leadership, governance and culture of the practice was used to drive and improve the delivery of high-quality person-centred care. In particular, there was a strong collaborative approach to improving the quality and sustainability of patient care which was demonstrated in the positive clinical outcomes of patients who joined the practice in the September 2018 merger.

In addition, 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 dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

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

- Continue to work towards all staff attaining safeguarding children training to a level recommended in updated guidance.
- Consider the infection control lead undertaking enhanced training to support them in this extended role.

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

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Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
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 and a practice nurse specialist advisor.

Background to Grand Union Health Centre

Grand Union Health Centre is located at 209 Harrow Road, London, W2 5EH in a three-storey, purpose built medical facility. The practice has access to 13 consultation rooms which are accessible by lift and stairs.

The practice was formed in October 2015 by the merger of two former GP practices, the New Elgin Practice and Harrow Road Health Centre, based at 209 Harrow Road. There was a further merger in September 2018 with Bayswater Medical Centre, a practice rated inadequate and placed into special measures following an inspection undertaken on 10 May 2018.

The practice holds a Personal Medical Services (PMS) contract with NHS West London Clinical Commissioning Group (CCG) and provides services to approximately 17,177.

The practice is registered as a partnership with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery services, family planning and surgical procedures.

The practice team includes two female and one male GP partner, three male and six female salaried GPs (total of 70 GP clinical sessions), one full-time clinical pharmacist, three practice nurses (93 hours per week), three health care assistants (105 hours per week) and a team of 16 administration and reception staff led by a full-time practice manager, assistant practice manager and operations manager.

The practice is open between 8am and 6.30pm Monday to Friday. Extended hours appointments are available until 8.30pm on Monday, Tuesday, Wednesday and Thursday and from 6am on Friday. Patients can also access GP and practice nurse appointments from 6.30pm-8pm on Monday to Friday and from 8am-8pm on Saturdays and Sundays at GP hub in the area.

Information published by Public Health England rates the level of deprivation within the practice population group as two on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Data shows that almost 51% of patients at the practice area were from Black and Minority Ethnic (BME) groups.