

Dormers Wells Medical Centre

Quality Report

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Southall, Ealing,
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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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dormers Wells Medical Centre on 4 May 2017. The overall rating for the practice was good. However, within the key question of safe areas were identified as 'requires improvement' as the practice was not meeting the legislation for providing safe care and treatment. The practice was issued a requirement notice under Regulation 12, safe care and treatment. The full comprehensive inspection on 4 May 2017 can be found by selecting the 'all reports' link for the Dormers Wells Medical Centre on our website at www.cqc.org.uk.

This inspection was a focused follow-up inspection carried out on 23 January 2018 to confirm the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations we identified at our previous inspection on 4 May 2017. This report covers our findings in relation to those requirements and also any additional improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings are as follows:

- The practice had implemented an effective system to monitor patients on high risk medicines.

In addition improvements had been made in the following areas we had recommended:

- The practice had implemented a process to act on patient safety and medicine alerts where relevant to general practice patients.
- The practice had taken steps to improve patient satisfaction with access to the service by increasing the number of appointments available.
- The practice had improved on the identification and support of patients who were also carers.
- The practice had implemented a program of quality improvement and they had developed a strategy to deliver the practice vision.

Professor Steve Field (CBE FRCP FFPH FRCGP)
Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services. The practice had implemented an effective system to monitor patients on high risk medicines.

Good



Dormers Wells Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection team was led by a CQC inspector and included a specialist advisor from our medicines team.

Background to Dormers Wells Medical Centre

Dormers Wells Medical Centre is situated at 143 Burns Avenue, Southall, Ealing, UB1 2LU. The practice provides NHS primary care services through a General Medical Services (GMS) contract to approximately 7,000 people living in the London Borough of Ealing. The practice is part of the NHS Ealing Clinical Commissioning Group (CCG).

The practice population is ethnically diverse with a higher than average number of children of all ages and adults 44 years and below. The practice has a much lower than average number of older patients. The practice area is rated in the third most deprived decile of the Index of Multiple Deprivation (IMD). People living in more deprived areas tend to have greater need for health services.

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

The practice team consists of a male GP partner, a female GP partner, two regular locum GPs (3.5 whole time equivalents in total), a full time practice nurse, a health care

assistant, a practice manager, a practice secretary and five reception staff. The practice is open between 8am and 6.30pm Monday to Friday with the exception of Wednesday where the practice closes at 3pm.

The practice provides a range of services including childhood immunisations, joint injections, anticoagulation, long-term condition management, smoking cessation advice, cervical screening, spirometry, electrocardiogram, phlebotomy, woundcare and pre-diabetic assessments.

Why we carried out this inspection

We undertook a comprehensive inspection of Dormers Wells Medical Centre on 4 May 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement for the Safe domain. The full comprehensive report following the inspection can be found by selecting the 'all reports' link for the Dormers Wells Medical Centre on our website at www.cqc.org.uk. We undertook a focused follow-up inspection of Dormers Wells Medical Centre on 23 January 2018. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Detailed findings

How we carried out this inspection

Before visiting, we reviewed an action plan submitted by the practice. We carried out an announced visit on 23 January 2018. During our visit we:

- Spoke with the lead GP, practice manager and practice nurse.
- Reviewed a sample of personal care or treatment records of patients and other documentation.

Are services safe?

Our findings

At our inspection on 4 May 2017 we rated the practice as requires improvement for providing safe services as we identified shortfalls in respect of monitoring patients on high risk medicines. There was not an effective system in place to check patients on high risk medicines such as methotrexate and lithium had received regular blood tests before issuing repeat prescriptions. We checked the notes of patients on three high risk medicines and found seven examples of where patients had not received their blood

tests at the appropriate intervals. Staff explained that blood tests were done by the hospital, however there was no process to confirm this, and patients were continuing to receive their medicines on the assumption that the blood tests had been done.

Significant improvements had been made when we undertook the follow-up inspection on 23 January 2018. We reviewed patients on a range of high risk medicines and found that an effective system had been implemented to ensure blood tests had been carried out before repeat prescriptions were issued.