

Soho Square General Practice

Inspection report

1 Frith Street

London

W1D 3HZ

Tel: 020 3405 6570

www.livingcare-medical-services.co.uk/

soho-square-general-practice

Date of inspection visit: 7 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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Inadequate



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Soho Square General Practice on 7 March 2019.

At the last inspection in May 2018 we rated the practice as Inadequate overall. Previous reports on this practice can be found on our website at: Soho Square General Practice .

At this inspection we followed up on breaches of regulations identified at a previous inspection on 10 May 2018.

On that inspection we found;

- There was no innovation or service development and improvement was not a priority among staff and leaders.
- There was no clinical oversight of the largely locum clinical staff.
- Staff could not demonstrate effective cleaning of some clinical equipment.
- Staff did not always follow practice policy when there was a break in the vaccine cold chain.
- Feedback from the patient participation group (PPG) stated that the practice did not listen to patients views and continuity of care was poor due to the high use of locums.

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 Requires improvement overall.

We rated the practice as **Requires improvement** for providing safe services because:

- Not all patients on high risk medicines were monitored in line with current guidance.
- The standard of cleaning in some rooms was not up to healthcare premises standards.
- The practice did not always learn and make improvements when things went wrong.

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

- Low childhood immunisation rates.

- Low uptake of cervical screening.
- Some performance data was significantly below local and national averages.
- No long term conditions training for the locum nurse.
- Patients on high risk medicines were monitored and blood tests were undertaken however there was no evidence that the appropriateness of the ongoing prescribing was being reviewed.

We rated the practice as **Requires improvement** for providing well-led services because:

- While the practice had made some improvements since our inspection on 10 May 2018, there were still areas that could be improved. Such as; the practice did not always have clear and effective processes for managing risks, issues and performance.
- The practice did not always act on appropriate and accurate information.
- The overall governance arrangements were ineffective.
- The practice did not always have clear and effective processes for managing risks, issues and performance.
- We saw little evidence of systems and processes for learning, continuous improvement and innovation.

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

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The GP national survey results rated the practice above the national average in most areas.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

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

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- Ensure that care and treatment is provided in a safe way.
- 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:

Overall summary

- Continue to review systems to monitor and improve the uptake for childhood immunisations.
- Review the level of safeguarding training required for clinical and non-clinical staff.
- Continue to review systems to monitor and improve the uptake for cervical cytology.
- Ensure that consultation rooms are cleaned in line with current national guidance.
- Review recruitment policies and procedures and ensure that the appropriate records are kept.
- Review the systems for the dissemination of safety alerts and the logging of any actions taken and improve the complaints log to provide sufficient information and ensure wider learning from complaints is shared.

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

Population group ratings

Older people	Requires improvement	
People with long-term conditions	Inadequate	
Families, children and young people	Inadequate	
Working age people (including those recently retired and students)	Inadequate	
People whose circumstances may make them vulnerable	Requires improvement	
People experiencing poor mental health (including people with dementia)	Inadequate	

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, a practice manager specialist advisor and a second CQC inspector.

Background to Soho Square General Practice

LivingCare Medical Services – Soho Square General Practice, provides GP primary medical services to approximately 4770 patients living in the London Borough of Westminster. This service was commissioned by NHS Central London Clinical Commissioning Group (CCG). The service is located on the first floor along with another practice, a walk-in centre and a dentist.

There is a lift to all floors, baby changing facilities and step free access.

The patient population groups served by the practice include a cross-section of socio-economic groups with a high prevalence of patients from Chinese ethnic backgrounds which accounts for 20% of the patient population. 58% of their patients with English listed as their first language. Information published by Public Health England, rates the level of deprivation within the practice population group as four on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice has a 44% female population with a large percentage of patients in the 30-39 years (28%) age group and 5% of the population is under 10 years old.

The practice team comprises of four full time GP's, two female both providing four sessions per week and two

male GP's providing six and two respectively. There is also a long-term female locum practice nurse working three days a week. There is a practice manager, and assistant practice manager and four administrative staff.

The practice is open between 8am-6.30pm Monday to Friday and 9am-1pm on Saturdays. Home visits are provided for patients who are housebound or too ill to visit the practice. The practice refers patients to the London Central and West Out of Hours and the NHS '111' service for healthcare advice during out of hours.

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

The practice runs a number of services for its patients including; chronic disease management, new patient checks, smoking cessation, phlebotomy, 24-hour blood pressure monitoring, travel vaccines and advice.

Services are provided from one location:

Soho Square General Practice

First Floor

1 Frith Street

London
W1D 3HZ

The practice website is

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	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment How the regulation was not being met... The provider had failed to ensure the proper and safe management of medicines; for example, • The provider did not provide assurance of compliance with relevant Patient Safety Alerts, recalls and rapid response reports issued from Medicines and Healthcare Products Regulatory Agency (MHRA). • The provider did not provide assurance that patients with long term conditions had reviews completed regularly in line with nationally recognised guidelines. This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance How the regulation was not being met... There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance. In particular we found: • Not all of the people providing care and treatment had the qualifications, competence, skills and experience to do so safely. In particular: the practice nurse was charged with managing patients with long term conditions but received no additional training for this role.

This section is primarily information for the provider

Requirement notices

This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.