

# Dr Ritu Prasad

## Inspection report

The Cedars Medical Centre  
118 Elliott Avenue  
Ruislip  
HA4 9LZ  
Tel: 02084299595  
[www.cedarsmedicalcentre.co.uk](http://www.cedarsmedicalcentre.co.uk)

Date of inspection visit: 20 April 2023  
Date of publication: 04/07/2023

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 to people's needs?

Good 

Are services well-led?

Requires Improvement 

# Overall summary

We carried out an announced comprehensive inspection at Dr Ritu Prasad (also known as Cedars Medical Centre) on 20 April 2023. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Requires improvement

Following our previous inspection on 8 January 2016, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Ritu Prasad on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection in response to concerns reported to us. We reviewed all key questions as part of this inspection.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- 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.
- Requesting evidence from the provider.
- A site visit.

## 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 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.
- Patients could access care and treatment in a timely way.
- Leaders could demonstrate that they had the capacity and skills to deliver high quality sustainable care. However, some staff reported they were unable to raise concerns as the leaders were not always approachable.
- Whilst the practice had systems and processes in place for identifying risks, we found inconsistent approaches to managing and mitigating risks.

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

- Improve the system for maintaining records relating to staff vaccination.
- Continue to address all outstanding actions from the recent risk assessments for infection prevention and control and Legionella.
- Improve the systems for acting on safety alerts.
- Follow-up patients consistently to check response to treatment after an acute exacerbation of asthma.
- Continue to improve uptake rates for childhood immunisations (for children aged 2 years and 5 years) and cervical screening.
- Continue to seek and act on feedback from staff.

**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 Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook 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 Ritu Prasad

The location Dr Ritu Prasad, also known as Cedars Medical Centre, is located in Ruislip at:

118 Elliott Avenue

Ruislip

Middlesex

HA4 9LZ

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice is situated within the borough of Hillingdon and is part of the North West London Integrated Care System (ICS). The practice delivers General Medical Services (GMS) to a patient population of about 6,100. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as Celandine Health and MetroCare Primary Care Network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the highest decile (10 out of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 82% White, 11% Asian, 3% Black, 3% Mixed, and 1% Other.

The practice is led by a GP partner and a non-clinical partner. The partners are supported at the practice by three salaried GPs (male and female), two practice nurses, a trainee nurse associate, a health care assistant, and a small team of reception/administration staff.

The practice doors are open from 8.30am – 6.30pm Monday to Friday. The phonelines are open from 8.30am – 1pm and 4pm – 6.30pm Monday to Friday. Calls received between 1pm – 4pm are diverted to an out of hours provider. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally at a hub location where late evening and weekend appointments are available.