

Denham Medical Centre

Inspection report

Queen Mothers Drive
Denham Garden Village
Uxbridge
Buckinghamshire
UB9 5GA

Tel: 01895 832012

Website: www.denhammedicalcentre.co.uk

Date of inspection visit: 3 March 2020

Date of publication: 02/04/2020

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?

Good 

Overall summary

We carried out an announced comprehensive inspection at Denham Medical Centre in Buckinghamshire on 3 March 2020 as part of our inspection programme.

At the last inspection in April 2019, we rated the practice as Requires Improvement for providing responsive and well-led services resulting in an overall rating of Requires Improvement because:

- Complaints were not handled in accordance with regulations. We found systems and processes for managing complaints were in place however, these were not used effectively.
- The arrangements for governance were not operated effectively. It was unclear which governance arrangements, strategies or plans had been reviewed.
- Staff morale and feedback was mixed.
- There was limited engagement with patients. For example, there had not been a recent patient survey and there was no active Patient Participation Group (PPG) in place.

The full comprehensive report on the April 2019 inspection can be found by selecting the 'all reports' link for Denham Medical Centre on our website at .

At this inspection (March 2020), we found improvements had been made and the provider is now compliant with the regulations. We have rated this practice as **Good** overall and **Good** for all population groups with the exception of the population group: Working age people. This population group has been rated as **Requires Improvement** for the provision of effective services and overall, due to cancer screening performance and outcomes. This included the cancer detection rate which resulted from a two week wait referral which was significantly below the local and national average.

We found that:

- The practice had made improvements since our last inspection in April 2019 and they were meeting regulations relating to the management of complaints and governance arrangements that had previously been breached.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

- Patients' needs were assessed, and care was planned and delivered following best practice guidance. This included significant improvements for the provision of care to patients with a learning disability.
- Staff had received training appropriate to their roles and any further training needs had been identified and planned.
- Patients said they were treated with compassion, dignity and respect and they were involved in their care and decisions about their treatment.
- Systems were in now place to identify and record all feedback from patients.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- Improved levels of involvement and engagement with patients, the public and staff. The practice had opened communication channels with practice patients including re-launching a patient participation group (PPG) and created a PPG noticeboard within the practice.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. The practice now had an effective governance system in place, was well organised and actively sought to learn from previous inspections, performance data, complaints, incidents and feedback.

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

- Develop further methods to ensure patients received appropriate care, reviews and monitoring. This would include a review of the exception reporting processes, child immunisation programme, participation in cancer screening and the cancer referral process.
- Continue to review access to services including opening times.

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

Dr Rosie Bennyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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)	Requires improvement	
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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist advisor and a nurse specialist advisor.

Background to Denham Medical Centre

Denham Medical Centre is a two site GP practice located in Denham, Buckinghamshire and Iver Heath, Buckinghamshire and is one of the practices within Buckinghamshire Clinical Commissioning Group (CCG).

Services are provided from two locations:

- Denham Medical Centre, Queen Mothers Drive, Denham Garden Village, Buckinghamshire UB9 5GA
- Aysgarth Medical Centre, Church Road, Iver Heath, Buckinghamshire SL0 0RW

The practice website is:
www.denhammedicalcentre.co.uk

During the March 2020 inspection, we visited Denham Medical Centre (main practice) and not Aysgarth Medical Centre (branch practice).

There are nine GPs (three GP Partners, one salaried GP and five long term locum GPs at the practice. At the time of March 2020 inspection, two of the three GP Partners were actively involved in the practice. The all-female nursing team consists of one nurse prescriber, four practice nurses and two health care assistants with a mix of skills and experience.

The practice manager, assistant practice manager, reception manager and a team of reception and administrative staff undertake the day to day management and running of the practice.

Following developments in the local area, in the last six years, the number of registered patients has increased by 31%, from 8,000 to 10,500. The practice population has a proportion of patients in a local care home (approximately 38 registered patients).

According to national data there is minimal deprivation in Buckinghamshire, specifically Denham, Iver and the surrounding areas have high levels of affluence and low levels of deprivation. The practice population has a higher proportion of patients aged 50 and over when compared to the national average.

The practice has opening hours between 8.30am and 1.30pm and 4.30pm and 6.30pm. Between 8am and 8.30am and 1.30pm and 4.30pm a GP remains on site and calls are diverted to a call deputising service. Furthermore, Denham Medical Centre closes at 1.30pm every Thursday and Aysgarth Medical Centre closes at 1.30pm every Wednesday and Friday. Extended hours appointments were available at one of the locations between 6.30pm and 8pm every Tuesday evening. Patients at the practice could access improved access appointments at primary care access hubs across south

Buckinghamshire. These improved access appointments were booked via the patient's registered practice and offered a variety of appointments including up until 8pm Monday to Friday, selected hours on Saturdays and 9am until 1pm on Sunday and Bank Holidays.

Out of hours care is accessed by contacting NHS 111.

The practice is registered by the Care Quality Commission (CQC) to carry out the following regulated activities: Maternity and midwifery services, Family planning, Treatment of disease, disorder or injury, Surgical procedures and Diagnostic and screening procedures.