

Brentford Family Practice

Quality Report

Brentford Family Practice
Brentford Health Centre
Boston Manor Road
Brentford
Middlesex
TW8 8DS

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Website: www.brentfordfamilypractice.com

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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 Brentford Family Practice on 6 October 2016. The practice was rated as requires improvement for providing safe services as electrical equipment in the administrator's room had not been tested for safety in the last annual review. The practice was rated as requires improvement for the care of people experiencing poor mental health (including people with dementia) as performance for mental health related indicators was below the local and national average and exception reporting was high. The practice was rated as good overall. The full comprehensive report on the October 2016 inspection can be found by selecting the 'all reports' link for Brentford Family Practice on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 25 January 2018 to confirm that the practice had addressed the concerns we identified at our previous inspection on 6 October 2016. This report covers our findings in relation to those recommendations made since our last inspection. The practice is now rated as good for providing safe services and good for the care of people experiencing poor mental health (including people with dementia).

Overall the practice remains rated as good.

Our key findings were as follows:

- The practice had taken steps to ensure electrical equipment in the administrator's room was safe to use.
- The practice had demonstrated improvement in the care provided to people experiencing poor mental health (including people with dementia). For example:
- The practice had appointed a member of staff as the mental health lead for the practice. Patients were recalled for an annual review of their condition with longer appointments allocated for these reviews.
- The GPs had received recent training in the management and care of patients with mental health conditions.
- Patients experiencing poor mental health were offered a joint review at the practice with their GP and the primary care plus mental health team, which included a consultant psychiatrist and mental health nurse.
- The most recent published Quality Outcome Framework (QOF) results showed performance for mental health related indicators was comparable to the clinical commissioning group (CCG) and national averages. (QOF is a system intended to improve the quality of general practice and reward good practice).
- Ninety one percent of patients diagnosed with dementia had their care reviewed in a face to face meeting in the previous 12 months (CCG average 85%; national 84%).

Summary of findings

- Ninety one percent of patients diagnosed with schizophrenia, bipolar affective disorder and other psychoses had a comprehensive, agreed care plan documented in the previous 12 months (CCG 88%; national 90%).
- Ninety one percent of patients experiencing poor mental health had received discussion and advice about alcohol consumption (CCG 93%; national 91%)
- Ninety eight percent of patients experiencing poor mental health had received discussion and advice about smoking cessation (CCG 96%; national 95%).

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

Brentford Family Practice

Detailed findings

Our inspection team

Our inspection team was led by:

This desk-based review was conducted by a CQC inspector.

Background to Brentford Family Practice

Brentford Family Practice is a GP practice located in Brentford, Middlesex. The practice is part of NHS Hounslow Clinical Commissioning Group (CCG) and provides primary medical services to approximately 3,800 patients.

Services are provided from:

- Brentford Health Centre, Boston Manor Road, Brentford, Middlesex TW8 8DS

Online services can be accessed from the practice website:

- www.brentfordfamilypractice.com

The practice is led by two female GP partners who collectively provide 16 sessions per week. Other staff include three GP locums (one female; two male) who provide three sessions per week; two practice nurses (total 14 hours); three health care assistants (total 16 hours); a practice manager (30 hours); and five receptionists / administrators.

The practice is located on the ground floor of a health centre, and shares the premises with other health care providers. The premises are accessible by wheelchair.

The practice is open from 8.30am to 6.30pm every weekday. Extended hour appointments are available from

6.30pm to 7.30pm on Wednesday evening. When the practice is closed patients are directed to the out-of-hours service or can be booked an appointment at two partner practices in Chiswick and Hounslow.

The practice has a lower percentage of patients over 65 years of age when compared to the national average. The practice population is ethnically diverse with 66% white, 17% Asian, 9% black, 6% mixed race and 4% from other ethnic groups. The practice area is rated in the fifth deprivation decile (one is most deprived, ten is least deprived) 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 to provide the regulated activities of: diagnostic & screening procedures; maternity & midwifery services; surgical procedures; and treatment of disease disorder & Injury.

Why we carried out this inspection

We undertook a comprehensive inspection of Brentford Family Practice on 6 October 2016 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 providing safe services, and was rated as Good overall. The full comprehensive report following the inspection in October 2016 can be found by selecting the 'all reports' link for Brentford Family Practice on our website at www.cqc.org.uk.

Detailed findings

We undertook a desk-based review of Brentford Family Practice on 25 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.

Are services safe?

Our findings

At our previous inspection on 6 October 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of testing electrical equipment in the administrator's room were not adequate.

These arrangements had significantly improved when we undertook a desk based focused inspection on 25 January 2018. The practice is now rated as good for providing safe services.

Safety systems and processes

- The practice ensured that facilities and equipment were safe and that equipment was maintained according to manufacturers' instructions. The most recent checks of electrical equipment in the administrator's room and calibration of medical equipment were completed in March 2017. The practice had scheduled an annual retest of equipment for March 2018.