

Dr Paramjit Wasu

Inspection report

275a Kings Road
Harrow
Middlesex
HA2 9LG
Tel: 02084299966
www.firstchoicemedicalcare.co.uk

Date of inspection visit: 25 June 2019 and 23 July 2019
Date of publication: 04/11/2019

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

Inadequate 

Are services safe?

Inadequate 

Are services effective?

Inadequate 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Inadequate 

Overall summary

We carried out an announced comprehensive inspection at Dr Paramjit Wasu on 25 June 2019 and a second site visit was carried out on 23 July 2019 as part of our inspection programme. At this inspection we followed up on breaches of regulations identified at a previous inspection on 6 September 2018.

We have previously carried out several inspections at this practice:

- On 15 October 2015 we carried out a comprehensive inspection. The practice was rated as requires improvement overall. More specifically, it was rated as requires improvement for being safe, effective and well-led and was rated good for providing caring and responsive services.
- On 7 December 2017 we carried out a comprehensive inspection. The practice was rated as inadequate overall. We rated the practice as inadequate for being safe and well-led. It was rated as requires improvement for being effective and as good for being caring and responsive. Following that inspection, we issued the practice with warning notices primarily in relation to failings identified in its management of medicines and controlled drugs. The practice was placed in special measures.
- On 5 May 2018 we carried out a focused inspection to check that the practice was safely managing medicines, including controlled drugs. The practice was no longer keeping a stock of controlled drugs but its management of emergency medicines was unsafe and we issued further warning notices.
- On 6 September 2018 we carried out a comprehensive follow up inspection. The practice was rated requires improvement overall. We rated the practice as requires improvement for being effective and well-led.

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 inadequate overall.

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

- The practice did not have clear systems, practices and processes to keep people safe.
- The practice did not have adequate infection control systems in place.
- There were gaps in systems to assess, monitor and manage risks to patient safety.
- Staff did not always have the information they needed to deliver safe care and treatment.
- The practice did not have systems for the appropriate and safe use of medicines.
- The practice did not have an effective system to learn and make improvements when things went wrong.

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

- Patients' needs were not always assessed and care and treatment was not always delivered in line with current legislation, standards and evidence-based guidance.
- There were significant gaps in patient care and treatment.
- The monitoring of outcomes of care and treatment was not operating effectively.
- The practice was unable to demonstrate that all staff had the skills, knowledge and experience to carry out their roles.
- Some performance data was significantly below local and national averages.

These areas affected all population groups so we rated all population groups as **inadequate**.

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

- While the practice had made some improvements since our inspection on 6 September 2018, it had not appropriately addressed the Requirement Notice in relation to the governance systems and processes. At this inspection we also identified additional concerns that put patients at risk.
- Leaders could not demonstrate that they had the capacity and skills to deliver high quality sustainable care.
- The practice vision was not supported by a credible strategy to provide high quality sustainable care.
- The overall governance arrangements were ineffective.
- The practice did not have clear and effective processes for managing risks, issues and performance.

Overall summary

- The practice did not always act on appropriate and accurate information.
- We saw little evidence of systems and processes for learning, continuous improvement and innovation.

These areas affected all population groups so we rated all population groups as **inadequate**.

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 practice respected patients privacy and dignity.
- The practice organised and delivered most services to meet patients' needs.

This service was placed in special measures in December 2017 and following a further inspection in September 2018 was rated requires improvement overall. In this fourth inspection we found that insufficient improvements have been made such that there remains a rating of inadequate for a population group/core service, key question or overall. The service will be kept under review and if needed could be escalated to urgent enforcement action.

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	Inadequate 
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	Inadequate 
People experiencing poor mental health (including people with dementia)	Inadequate 

Our inspection team

Our inspection team was led by a CQC lead inspector. During the visit on 25 June 2019, the team included a GP specialist advisor, a practice manager specialist advisor and a second CQC inspector.

During the visit on 23 July 2019, our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a practice nurse specialist advisor.

Background to Dr Paramjit Wasu

Dr Paramjit Wasu's practice (also known as First Choice Medical Care) is provided from a single surgery in a residential area of Harrow in North West London. The practice is located in an adapted residential property and is accessible to people with mobility needs on the ground floor. Consultations and treatments are provided on the ground and first floors. The first floor is accessible by stairs. There are good transport links with tube and over ground stations nearby.

The practice has 2500 registered patients. The local area is relatively affluent as measured by published socio-economic indicators and is ethnically diverse. The practice provides primary care services to patients in two local nursing homes and a relatively high proportion of patients (13%) are aged over 75. There are below average numbers of children under four (4% of the practice population).

At the time of our inspection there was one GP (male) who provides 10 sessions per week, one locum GP (female) who provides four sessions per week, one full-time practice manager and one support consultant.

The practice also employed two part-time practice nurses who work three days a week collectively and a health care assistant/phlebotomist and four administrative/reception staff in post.

The practice is open between 8.30am and 6.30pm Monday to Friday. Appointments are available from 9am to 12pm and 4pm to 6pm daily. Extended hours surgeries are offered on Mondays and Fridays from 6.30pm to 7.30pm. In addition to pre-bookable appointments, urgent appointments are also available for people that need them.

The practice provides NHS services through a Primary Medical Services (PMS) contract and is part of the Harrow Clinical Commissioning Group (CCG) which is made up of 35 general practices. The practice is registered with the CQC to carry on the following regulated activities: diagnostic and screening procedures; family planning; treatment of disease, disorder or injury; and surgical procedures.

The full reports of these previous inspections can be found by selecting the 'all reports' link for Dr Paramjit Wasu on our website at cqc.org.uk