

Ashchurch Medical Centre

Inspection report

134 Askew Road
Shepherds Bush
London
W12 9BP
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an announced focused inspection at Dr Kamal Winayak (Ashchurch Medical Centre) on the 26th October 2020.

This report was created as part of a pilot which looked at new and innovative ways of fulfilling CQC's regulatory obligations and responding to risk in light of the Covid-19 pandemic. This was conducted with the consent of the provider. We requested information from the provider on 16 October 2020 and undertook a remote clinical records review and desk-based inspection on 26 October 2020. The practice was previously inspected on 30 October 2019 where the practice was rated requires improvement overall (requires improvement in safe, effective and well-led key questions). This inspection was undertaken following a review of information available to us regarding the practice. Our review identified some changes in the quality of care provided since the last inspection.

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 organizations.

This was an unrated inspection of the service.

We found that:

- The practice did have clear systems and processes to keep patients safe.
- The practice did not have clear and effective processes for managing risks associated with clinical governance.

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

- 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:

- Continue to maintain accurate, ongoing recruitment records for persons employed at the practice.
- Continue to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk.
- Continue to maintain systems or processes in place that were operating ineffectively in that they failed to enable the registered person to ensure that accurate, complete and contemporaneous records were being maintained securely in respect of each service user. In particular, the management of records associated with non-oral anti-coagulants.

Population group ratings

Older people	Not inspected 
People with long-term conditions	Not inspected 
Families, children and young people	Not inspected 
Working age people (including those recently retired and students)	Not inspected 
People whose circumstances may make them vulnerable	Not inspected 
People experiencing poor mental health (including people with dementia)	Not inspected 

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector, a second CQC inspector and a GP specialist adviser.

Background to Ashchurch Medical Centre

The Ashchurch Medical Centre is situated within the London Borough of Hammersmith and Fulham. The practice is part of the Hammersmith and Fulham Clinical Commissioning Group (CCG). The practice is located at 134 Askew Road, Shepherds Bush W12 9BP.

The practice operates from a converted three storey building owned and managed by the lead GP partner. There are four consultation rooms and a reception and waiting area on the ground floor of the premises and administration offices on the upper floors. There is wheelchair access to the entrance of the building and toilet facilities for people with disabilities.

The practice provides primary medical services to approximately 4,987 patients and holds a General Medical Services Contract and Directed Enhanced Services Contracts. The enhanced services provided include chronic disease management, maternity care and health checks for patients 45 years plus. In addition, the practice has primary care network enhanced services such as health checks, stop smoking, spirometry, warfarin monitoring, and wound care. Health promotion services include, cervical screening, childhood immunisations, contraception and family planning.

The practice team comprises of one single handed GP, two salaried GPs and two long term locum GP's who cover 20 clinical sessions per week. They are supported by a practice nurse who works two days a week, a healthcare assistant who is available two days a week and a clinical pharmacist who operates one day a week. In addition, the practice has a practice manager, administration staff and has a team of full and part time receptionists.

The practice is open Monday to Friday 8.00 – 18.30. Appointments can be conducted by telephone, video and face to face consultations. They are offered daily and can be booked up to two weeks in advance.

Due to the current Covid - 19 circumstances, all face to face consultations at the practice are triaged by clinicians. The practice has arrangements for out of hour services through alternative GP services which are open to all patients in the borough running 7 days a week in Hammersmith and Fulham. Appointments for these services can be booked directly with the practice across the evenings and weekend.