

Dr Philip Matthewman

Inspection report

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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.

Overall summary

We carried out an announced comprehensive inspection at Dr Philip Matthewman on 7 August 2018. The overall rating for the practice was inadequate and we placed the practice into special measures. We served a warning notice under Section 29 of the Health and Social Care Act 2008, as the provider was failing to comply with the relevant requirements of Regulation 12, (1), Safe care and treatment, of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The full comprehensive report on the August 2018 inspection can be found by selecting the 'all reports' link for Dr Philip Matthewman on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 18 December 2018 to confirm the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations we identified in the warning notice issued after the August 2018 inspection. This report covers our findings in relation to those requirements.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from the provider, patients, the public and other organisations.

We have not re-rated the practice on this occasion. We will consider re-rating the practice when we carry out our follow up comprehensive inspection, this will be within six months from the publication date of the August 2018 report.

We found that:

- The practice had addressed all the issues identified within the warning notice and now provided care and treatment in a way that kept patients safe and protected them from avoidable harm.

- The provider had an effective system in place for the monitoring of uncollected prescriptions.
- The provider had effective arrangements in place for the monitoring and security of prescriptions pads and computer prescription paper, both on delivery and when they were distributed through the practice.
- The provider had effective arrangements in place to ensure any unused medicines handed in to the practice by patients were safely destroyed or disposed of as recommended by national clinical guidance.
- The provider had an effective system in place for the monitoring and recording of the availability of emergency equipment and medicine. We found the emergency medicines stocked at the practice were in accordance with national guidance. There were appropriate risk assessments in place for those recommended in the guidance that were not stocked.
- Comprehensive care records were maintained for patients that were administered high-risk anticoagulant medicine.
- The provider demonstrated both clinical and non-clinical staff had completed the appropriate level of safeguarding children training for their roles.
- The provider ensured all non-clinical staff were trained in identifying deteriorating or acutely unwell patient's suffering from potential illnesses such as sepsis.
- The provider completed a documented health and safety/ premises and security risk assessment.

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

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

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist advisor.

Background to Dr Philip Matthewman

Dr Philip Matthewman (the provider) is a sole GP practitioner, whose practice operates at 87-89 Prince of Wales Road, London NW5 3NT. The provider is part-owner of the premises which are shared with another provider of healthcare services. There are good transport links with tube and overground stations nearby.

The practice provides NHS services through a General Medical Services (GMS) contract to 2,028 patients. The practice is part of the NHS Camden Clinical Commissioning Group (CCG) which is made up of 35 general practices. The practice is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury. The patient profile for the practice has an above-average working age population, between the ages of 20 and 49 years and fewer than average children, teenagers and older patients, aged over-50. The locality has a higher than average deprivation level. Over a third of the practice area population is of black and minority ethnic background.

The practice's clinical team is led by the provider, who provides nine clinical sessions per week. A female locum GP provides one clinical session per month – usually a Monday afternoon. A male long-term locum GP provides occasional sessions to cover the provider's absence. A female specialist nurse works at the practice once a month, providing a diabetes clinic. There are two full-time administrators/receptionists.

The practice reception operates during the following times:

Monday 9am – 12 noon 3pm – 5pm

Tuesday 9am – 12 noon 4pm – 6 pm

Wednesday 9am – 12 noon 4pm – 7.30pm

Thursday 9am – 12 noon Closed pm

Friday 9am – 12 noon 4pm – 6.30pm

A walk in clinic operates between 9am and 11.30 am, Monday to Friday, for which no appointment is needed. Between 11.30am and 12 noon, the GP is available for telephone consultations with patients. Patients can book appointments for the afternoon clinics, which operate during the following times:

Monday 3pm – 5pm

Tuesday 4pm – 6pm

Wednesday 5pm – 7.30pm

Friday 4.30pm – 6.30pm

The practice is closed on Thursday afternoons. Standard appointments are 10 minutes long, with patients being encouraged to book double slots should they have several issues to discuss. Patients who have previously registered to do so may book appointments online. The provider is able to carry out home visits for patients whose health condition prevents them attending the surgery.

In addition to the extended hours operated by the practice on Wednesday evening, the CCG has commissioned an extended hours service, which operates between 6.30pm and 8pm on weeknights and from 8am to 8pm at weekends at four "Hub" locations across the borough. Patients may book appointments with the service by contacting the practice or the Hubs themselves.

The practice has opted out of providing an out-of-hours service. However, the provider is available outside usual surgery hours, with the practice's phone line being routed to an answering service, which will pass on messages. Otherwise, patients calling the practice when it is closed are connected with the local out-of-hours service provider via NHS 111.