

# St Martins Medical Centre

## Inspection report

21 Eastcote Road  
Ruislip  
Middlesex  
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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

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 St Martins Medical Centre on 27 November 2018 as part of our inspection programme.

At the last inspection in October 2017 we rated the practice as requires improvement for providing safe and well-led services because:

- The processes for monitoring patients taking warfarin was inconsistent.
- There were deficiencies in managing prescription security and uncollected prescriptions.
- Records for monitoring fridge temperatures and decontaminating medical equipment were not consistently maintained.
- There were premises related concerns contributing to poor maintenance and infection control processes.

At this inspection, we found that the provider had satisfactorily addressed these areas.

We based our judgement of the quality of care at this service is 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 good overall and good for all population groups, except the long-term conditions group which was rated as requires improvement.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs. Although, some outcomes for patients with diabetes and asthma were below local and national averages.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Take interim action to identify and minimise the risks associated with fire at the main practice.
- Continue to review and improve patient satisfaction with waiting times and access to appointments.

**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

## Population group ratings

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

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

## Background to St Martins Medical Centre

St Martins Medical Centre consists of a main practice located at 21 Eastcote Road, Ruislip, Middlesex, HA4 8BE and a branch surgery located at 108 Aylsham Drive, Ickenham, UB10 8UD. The branch surgery was not visited as part of this inspection.

The provider is registered with CQC to deliver the Regulated Activities: diagnostic and screening procedures, maternity and midwifery services, surgical procedures, and treatment of disease, disorder or injury. These are delivered from both sites.

St Martins Medical Centre is situated in Hillingdon Clinical Commissioning Group (CCG) and provides services to approximately 6,100 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is registered as a partnership which consists of a clinical partner (the lead GP, male) and a non-clinical

partner (the business manager). The partners are supported by four salaried male and female GPs, four regular male and female locum GPs, a nurse practitioner (female), a practice nurse (female), a management consultant (male), and several administration staff.

The age range of patients is predominantly 15 to 64 years. The practice population age profile is similar to England averages. The National General Practice Profile states that 13% of the practice population is from an Asian background with a further 7% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England rates the level of deprivation within the practice population group as ten, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.