

Sudbury Primary Care Centre

Inspection report

Vale Farm
Watford Road
Wembley
Middlesex
HA0 3HG
Tel: 020 3114 7100

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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 Sudbury Primary Care Centre (also known as Sudbury Surgery) on 2 November 2017. The overall rating for the practice was Requires Improvement. The full comprehensive report on the 2 November 2017 inspection can be found by selecting the 'all reports' link for Sudbury Primary Care Centre on our website at www.cqc.org.uk.

This inspection, on 13 December 2018, was an announced comprehensive inspection to confirm that the practice had carried out their plan to meet the requirements that we identified in our previous inspection on 2 November 2017.

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 good overall and good for all population groups.

We found that:

- The practice had been proactive and addressed all the findings of our previous inspection.
- 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.
- 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

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

Our inspection team

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 Sudbury Primary Care Centre

Sudbury Primary Care Centre (also known as Sudbury Surgery) operates from a three-storey, purpose-built NHS property at Vale Farm, Watford Road, Wembley HA0 3HG. The practice is managed by the provider organisation Network Healthcare Solutions Limited (also known as NHSolutions). NHSolutions is a corporate group which provides primary medical services at a number of locations across England. Executive management oversight is provided by NHSolutions which includes performance monitoring and central functions such as human resource management, payroll and review and update of policies and procedures.

The practice property is owned and maintained by Community Health Partnerships (CHP). The practice has access to five consultation rooms and two treatment rooms on the ground floor. The practice premises are fully accessible.

The practice provides NHS primary care services to approximately 8,900 patients and operates under an Alternative Provider Medical Services (APMS) contract (APMS is a locally negotiated contract open to both NHS practices and voluntary sector or private providers) The practice is part of NHS Brent Clinical Commissioning Group (CCG).

The practice is registered as an organisation with the Care Quality Commission (CQC) to provide the regulated

activities of diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery services, family planning and surgical procedures.

The practice staff comprises of two male salaried GPs (nine sessions each per week), a male and a female regular GP locum (six sessions per week combined), a part-time self-employed advanced nurse practitioner (0.4 whole time equivalent), three self-employed practice nurses (1.4 whole time equivalent), three phlebotomists (1.5 whole time equivalent), a full-time practice manager and deputy practice manager and six receptionists and administration staff. In addition, the provider organisation seconded to the practice their operations manager two days a week to support the practice management function.

The practice is contracted to open between 8am and 6.30pm Monday to Friday and provides extended hours on Monday, Tuesday and Wednesday from 6.30pm to 8pm and Saturday from 9am to 1pm.

The information published by Public Health England rates the level of deprivation within the practice population group as six on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Ethnicity based on demographics

collected in the 2011 census shows the patient population is ethnically diverse with approximately 3.6% mixed, 54.3% Asian, 12.4% black and 4.2% other non-white ethnic groups.