

# Perivale Medical Clinic

## Inspection report

2 Conway Crescent  
Greenford  
UB6 8HX  
Tel:

Date of inspection visit: 10 May 2022  
Date of publication: 11/07/2022

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 well-led?

Good 

# Overall summary

We carried out an announced inspection at Perivale Medical Clinic between 5 May 2022 and 10 May 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 21 February 2017, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Perivale medical Clinic on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We undertook this focused inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach.

We looked at:

- *Safe, effective and well-led key questions.*

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

## Our findings

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.

# Overall summary

- Information from the provider, patients, the public and other organisations.

## **We have rated this practice as Good overall**

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.
- Staff were up-to-date on all mandatory training and the practice maintained good training records for staff.
- The practice was compliant with infection prevention and control and health and safety standards.
- The practice had effective systems in place for managing significant events appropriately.
- The practice had effective systems in place to manage complaints.
- The practice was proactive in undertaking quality improvement measures across the service including audit, seeking and acting on feedback.
- Patients with long term conditions were monitored appropriately.
- The practice monitored its offer of services to patients and implemented clinics and services to improve care.
- The practice appropriately prioritised vulnerable and at-risk patients.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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-centred care.
- There were regular practice meetings to discuss learning, significant events, improvements and communicate any changes.
- There was evidence of open and inclusive culture where staff were valued, and good levels of teamwork was demonstrated.

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

- Maintain clear and complete recruitment records including appropriate staff vaccination history.
- Maintain processes for keeping paper prescriptions secure.
- Continue work to improve rates of cervical screening and bowel cancer screening in line with national targets.
- Continue work to improve rates of childhood immunisation in line with national targets.
- Maintain annual fire-safety risk assessments.
- Continue monitoring recruitment needs for salaried GPs.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Perivale Medical Clinic

Perivale Medical Clinic is located in Greenford at:

Conway Crescent

Perivale

Greenford

UB6 8HX

Perivale Medical Clinic is a GP practice located in Perivale, Greenford, in the Ealing area of London and is part of the North West London Clinical Commissioning Group (CCG).

The practice is located in a converted residential building and has been operating as a GP surgery at this location since the 1930s. The practice is fully accessible and has disabled parking spaces and entrance at the rear of the building, as well as upstairs offices and consulting rooms.

The practice is part of the NGP Primary Care Network (PCN).

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury.

The practice provides services to approximately 5100 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.

There is a principal GP, supported by GP locums. Patients have a choice of a female or a male GP. The GP team normally provide 19 sessions per week.

The practice employs a practice nurse, a health care assistant, a clinical pharmacist and phlebotomists. The practice manager is supported by a reception manager and a team of administrative and reception staff.

Out of hours (OOH) service is provided by 111.

The practice population of working age patients and patients aged under 18 years old is higher than the national average and there is a lower number of patients aged above 65 years old compared to the national average. The patient population is ethnically diverse and 48% of the population is composed of patients with an Asian, Black, mixed or other non-white backgrounds. 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. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 86 years compared to the national average of 83 years.