

Brook Green Medical Centre

Inspection report

Bute Gardens
London
W6 7EG
Tel: 02074713333
www.brookgreenmc.co.uk

Date of inspection visit: 4 November 2022
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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 to people's needs? | | Good |  |
| Are services well-led? | | Outstanding |  |

Overall summary

We carried out an announced inspection at Brook Green Medical Centre from 4 – 15 November 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Outstanding

We have not previously inspected this service.

Why we carried out this inspection

The practice was newly registered in 2018 following the formation of the H&F Partnership which provides the service. This inspection was a comprehensive inspection covering all 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
- Talking to patient representatives and other stakeholders by telephone interview.

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

Overall summary

We have rated this practice as Good overall

We rated the practice as Outstanding for providing a well-led service because:

- The leaders inspired staff to provide high quality care that met patients' complex needs.
- The partnership had redesigned the organisation of clinical care to provide a more holistic service to patients with complex needs.
- The practice drove strong collaboration across teams, sites and with external stakeholders to improve the quality of care and the patient experience.
- Staff told us they received excellent support and encouragement from colleagues and leaders.
- There were opportunities and pathways for staff to develop specialist knowledge and leadership skills.
- There was a focus on learning, research and innovation and a willingness to experiment and pilot new ideas for the benefit of patients.

We rated the practice as Good for providing safe, effective, caring and responsive services because:

- 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.
- Patients could access care and treatment in a timely way.

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

- Check that the systems in place to follow-up patients prescribed 'rescue' steroids for asthma are operating in line with guidelines.
- Review procedures to follow-up patients who are not responding to invitations for monitoring so action is triggered promptly.
- Continue work to increase the uptake of childhood immunisations and cervical screening to meet national and WHO targets.
- Explore ways to re-engage patients following the COVID-19 pandemic.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC 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 Brook Green Medical Centre

Brook Green Medical Centre is located in London:

Bute Gardens

Hammersmith

London

W6 7EG

The practice is in purpose-built premises.

The practice is situated within the North West London Integrated and delivers primary care services to a patient population of about 15,600.

The practice is part of a wider primary care network of five GP practices in the area, known as the H&F Partnership Network. The five practices: Richford Gate Medical Centre; North End Medical Centre; The Bush Doctors; Park Medical Centre and Brook Green Medical Centre are all provided by a single provider: H&F Partnership. The practices are registered with CQC as separate locations. The partnership was established in 2018 following the formal merger of the five previously independent practices.

The practice team is made up of 6 GP partners (one of whom works primarily on research); 12 salaried GPs; 3 practice nurses; 7 health care assistants; manager and 4 pharmacists. Non-clinical staff include a site manager; link worker; a frailty care coordinator; administrators and receptionists. The practice is also supported by centralised managerial and administrative teams.

The practice is open between 8am to 8pm from Monday to Thursday. It is open from 8am to 6.30pm on Friday. The practice is also open to patients with pre-booked appointments from any practice in the network on most Saturdays. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

The practice population has a greater proportion of working age adults than the national average with overall levels of income deprivation being close to the average for England. The practice provides services to people living in the local community including local residential homes and a large nursing home. The prevalence of long-term conditions tends to be lower than average but there is a greater prevalence of mental health and associated problems. The population is ethnically diverse.

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