

Woodlawn Medical Centre - Kudra

Inspection report

19 Powder Mill Lane
Twickenham
TW2 6EE
Tel: 02088944242

Date of inspection visit: 8 December 2022
Date of publication: 28/12/2022

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 caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive inspection at Woodlawn Medical Centre on 8 December 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

At our last inspection in 2017 we rated this service as good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Woodlawn Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- 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 and
- information from the provider, patients, the public and other organisations.

We found that:

- Safeguarding processes kept patients safe.

Overall summary

- Both premises were safely maintained and clean.
- The practice was monitoring patients on high risk medicines and those with long-term conditions to ensure their safety.
- Staff were happy working at the practice and felt supported by the management team.
- 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice was completing clinical audits which were mostly effective. There was a system in place to action safety alerts. We found one clinical safety alert had not been recorded as actioned.
- The practice had completed recruitment checks on all staff. The recruitment files were not well organised.
- The practice completed medication reviews of its patients. Some medication reviews would have benefitted from a consistent template.

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

- Improve its clinical audits and searches to maintain patient safety and action all safety alerts.
- Take steps to organise its recruitment documentation.
- Implement a medication review template.
- Take steps to meet the national targets for childhood immunisations and cervicals screening.

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 lead inspector who spoke with staff 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 Woodlawn Medical Centre - Kudra

Woodlawn Medical Centre is located at:

19 Powdermill Lane,

Whitton,

TW2 6EE

The practice has a branch surgery at:

Oaklane Medical Centre,

6 Oak Lane,

Twickenham,

TW1 3PA

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

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Richmond Clinical Commissioning Group (CCG)/Integrated Care System (ICS) and delivers General Medical Services (GMS) (Personal Medical Services (PMS) to a patient population of about 5000. This is part of a contract held with NHS England.

The practice population is in the third least deprived decile in England. The proportion of children registered at the practice who live in income deprived households is 15%, which is higher than the CCG average of 9%, and for older people the practice value is 14%, which is also higher than

the CCG average of 11%. The practice has a higher population of people aged between 30 and 49 years than the national average and a lower proportion of patients aged 74 years and over. Of patients registered with the practice, the largest group by ethnicity are White (74%), followed by Asian (17%), mixed (4%), black (3%) and other non-white ethnic groups (2%).

The practice operates from two sites. The main site (Woodlawn Medical Centre) is a converted residential premises, which had been extended. All patient facilities are at ground floor level. The branch site (Oak Lane) is a purpose built premises over three floors. The ground floor is a reception area and waiting room. There is lift access for patients at this branch.

The practice team at the surgery is made up of two full time partners, three salaried GPs, one physician associate, two nurses, a pharmacist, a care co-ordinator and a healthcare assistant. The practice team also consists of a secretary and six members of reception/administrative staff. The practice is led by a practice manager and assistant manager. All members of staff work over the two sites.