

# Derwent Crescent Medical Centre

## Inspection report

20 Derwent Crescent  
Whetstone  
London  
N20 0QQ  
Tel: 020 844 60171  
[www.derwentmedical.co.uk](http://www.derwentmedical.co.uk)

Date of inspection visit: 2 April 2019  
Date of publication: 17/06/2019

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?

Requires improvement 

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 Derwent Crescent Medical Centre on 2 April 2019 as part of our inspection programme.

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:

- 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. 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.

We rated the practice as requires improvement for providing safe services because:

- The practice did not use purple topped bins for the disposal of medicine waste containing hormones.

- Blank prescription stationery was stored in locked cupboards however, the key to the cupboard was accessible to all staff. Access should be restricted where possible. Receipt of blank prescription stationery was not always recorded.

- Registered nurses worked to patient group directions to administer vaccinations. The patient group directions were up to date and the lead GP had given clinical authorisation for the nurses to work to the directions. The Healthcare Assistant administered flu vaccinations but we were not assured that a prescriber completed the correct authorisation prior to vaccinations being administered. Nurses sometimes gave other prescription only medicines (for example contraceptive long acting injection) without an appropriate authorisation being in place.

- The Clinical Pharmacist monitored the prescribing of high dose opiates. However, our inspection found examples of prescriptions for controlled drugs which were for more than 30 days' supply.

The areas where the provider must make improvements are:

- Ensure that care and treatment is provided in a safe way.

(Please see the specific details on action required at the end of this report)

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**

## Population group ratings

|                                                                                |             |                                                                                     |
|--------------------------------------------------------------------------------|-------------|-------------------------------------------------------------------------------------|
| <b>Older people</b>                                                            | <b>Good</b> |  |
| <b>People with long-term conditions</b>                                        | <b>Good</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 advisor, a pharmacist specialist advisor, and a second CQC inspector.

## Background to Derwent Crescent Medical Centre

Derwent Crescent Medical Centre is situated within the Barnet Clinical Commissioning Group (CCG) and provides services to 5,588 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. Statistics shows low income deprivation among the registered population. The registered population is higher than the national average for those aged between 30-49.

Care and treatment is delivered by four GP's (one single-handed male GP and three locum doctors). The nursing team consists of two practice nurses and one healthcare assistant. Nine administrative staff work at the practice and are led by a Practice Manager.

A range of services are offered by the practice including asthma reviews, child immunisations, diabetes reviews and new patient checks. 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.

Services are provided from:

Derwent Crescent Medical  
Centre  
20 Derwent

Crescent  
Whetstone  
London  
N20 0QQ

The practice is open between 08.00:18.30pm on a Monday to Friday. Appointments are available between 08.00: 18:00 on Monday, Tuesday and Friday; 08.40:18:30 on Wednesday; and 08:20:18:00 on Thursday. Extended hours telephone consultations are held every Monday, Tuesday and Wednesday between the times of 18:30:19:00. An extended face-to-face consultation session is held once a month on a Thursday between the hours of 18:30:19:30. In addition, the practice conducts a once-a-month Saturday surgery between the hours of 08:30:11:30.

In addition to pre-bookable appointments that could be booked up to six weeks in advance, urgent appointments were also available for people that needed them. The practice is also part of the Barnet hub of GP practices that offer evening appointments and weekend appointments.

During the times when the practice is closed, the practice has arrangements for patients to access care from an Out of Hours provider.

For further details about the practice please see the practice website: [www.derwentmedical.co.uk](http://www.derwentmedical.co.uk)

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

| Regulated activity                                                                                                                         | Regulation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Diagnostic and screening procedures<br>Maternity and midwifery services<br>Surgical procedures<br>Treatment of disease, disorder or injury | <p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met...</p> <p><b>Care and treatment must be provided in a safe way for service users.</b></p> <p>The provider had failed to ensure the proper and safe management of medicines:</p> <ul style="list-style-type: none"><li>• The practice did not use purple topped bins for the disposal of medicine waste containing hormones.</li><li>• The provider did not have effective arrangements in place for the monitoring and security of prescriptions pads and computer prescription paper, both on delivery and when they were distributed through the practice.</li><li>• The Healthcare Assistant administered flu vaccinations but we were not assured that a prescriber completed the correct authorisation prior to vaccinations being administered. Nurses sometimes gave other prescription only medicines (for example contraceptive long acting injection) without an appropriate authorisation being in place.</li><li>• Prescriptions for controlled drugs were sometimes issued with more than 30 days' supply.</li></ul> |