

Hanwell Health Centre

Inspection report

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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		Requires Improvement	
Are services safe?		Requires Improvement	
Are services effective?		Requires Improvement	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Hanwell Health Centre on 23, 24 and 29 June 2022. Overall, the practice is rated as requires improvement.

Safe – Requires improvement

Effective – Requires improvement

Caring - Good

Responsive - Good

Well-led – Good

We have not previously inspected this service.

Why we carried out this inspection

The practice was newly registered in 2021 following the formation of the company: Drs S Bassi and H Kamboj Ltd, which now provides the service, replacing the previous partnership. 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

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.

We have rated this practice as requires improvement overall

Overall summary

We found that:

- The practice did not have fully embedded systems in place to identify and manage risks to patients. For example, the clinical records did not always reflect current national guidelines in relation to teratogenic medicines; the practice had a reactive approach to monitoring cervical screening results and prescription security was weak.
- Patients received effective care and treatment that met their needs. However, practice performance in relation to childhood immunisations was below expectations.
- 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 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.

We found breaches of regulations. The provider **must**:

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

In addition, the provider **should**:

- Continue work to improve uptake of childhood immunisations and cancer screening programmes.
- Continue work to improve patient engagement for example by re-establishing the patient participation group.

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 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 Hanwell Health Centre

Hanwell Health Centre is located in West Ealing at 20 Church Road, London, W7 1DR.

The practice delivers primary care services to a patient population of around 6000 people through the General Medical Services contract with NHS England. The practice is located within the North West London Integrated Care System area and is part of a primary care network (PCN) of seven GP practices in the area, known as Greenwell PCN.

The provider, Drs S Bassi and H Kamboj Ltd, registered with the Care Quality Commission as a newly established private limited company in 2021, replacing the former partnership.

The practice is led by two lead GPs (male). Currently the practice also contracts with regular locum GPs (also male) to provide additional sessions. Patients wishing to consult with a female GP are advised about alternative services through the primary care network or alternative practice professionals (for example the clinical pharmacist) where appropriate. The team includes a part-time practice nurse; a healthcare assistant and administrative and reception staff and the practice employs a full-time practice manager.

The practice is open from Monday to Friday from 8am-6:30pm. The practice offers extended hours on Wednesdays until 8pm and the PCN offers bookable extended hours appointments in the wider area on weekday evenings and at weekends.

Local area information published by the Office for Health Improvement and Disparities shows that the level of income deprivation within the practice population group is in line with the English average overall. The practice has a higher proportion of working age adults than average and a larger than average proportion of older children. The practice list size has been steadily increasing over recent years and is increasingly ethnically diverse, with white patients making up the largest ethnic group.

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

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The practice was not managing risks to patient safety in relation to:</p> <ul style="list-style-type: none">• Ensuring that clinical record keeping reflected current national guidelines, for example in relation to teratogenic medicines.• Maintaining a proactive approach to the monitoring of higher risk medicines and ensuring monitoring checks were completed in a timely way.• Ensuring that prescription stationery was distributed securely and there were systems in place to track blank forms.• Implementing a proactive approach to cervical screening failsafe systems in line with national guidelines. <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>