

# Barlby Surgery

## Inspection report

St Charles Centre for Health & Wellbeing  
Exmoor Street  
London  
W10 6DZ  
Tel: 0208 962 5100  
www.barlbyurgery.co.uk

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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?

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 Barby Surgery on 28 February 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 rated the practice as **requires improvement** for providing safe services because:

- There were gaps in safety systems. This was in relation to single use equipment checks, health and safety, high-risk medicines.

We rated the practice as **good** for providing effective, caring, responsive and well-led services because:

- Patients received effective care and treatment that met their needs.
- The practice had a comprehensive programme of quality improvement and used information about care and treatment to make improvements.
- 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 promoted the delivery of high-quality, person-centre care.
- The practice had a strong visible and managerial leadership and a strong focus on continuous learning and improvement at all levels of the organisation.

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).

The areas where the provider **should** make improvements are:

- Review significant events policy to ensure all events are recorded as per the policy.
- Monitor that non-clinical staff are aware of sepsis red flags and the actions to take in the event of a sharps injury.
- Monitor vaccines fridge to ensure that old vaccines stock is not mixed with new stock.
- Develop a system to check that relevant staff have read safety alerts.
- Take action to analyse learning from complaints received.

## **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 and a practice nurse specialist advisor.

## Background to Barlby Surgery

Barlby Surgery is located at St Charles' Centre for Health and Wellbeing, Exmoor Street, London W10 6DZ. The surgery is situated on the first floor, a wing of the large, modern, purpose-built health centre that provides a range of primary care services. The health centre building is owned and managed by NHS Property Services. Accessible facilities are available throughout the building. The surgery is located in a multi-service building and has good transport links.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury. Barlby Surgery is managed by the provider AT Medics Limited. The management contract commenced in 2004. AT Medics Limited is run by six GP directors who are all practicing GPs and they manage over 30 GP locations across London.

Barlby Surgery is situated within the NHS West London Clinical Commissioning Group (CCG) and provides services to 10,466 patients under the terms of an Alternative Provider Medical Services (APMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice team comprises of four GPs, three male and one female, who collectively work a total of 34 sessions a week. Also employed are one lead practice nurse and two other nurses, one physician associate

(physician associates support doctors in the diagnosis and management of patients), a clinical pharmacist and two healthcare assistants. Also employed are one practice manager and an assistant practice manager, finance lead and phlebotomist, a practice manager and 10 reception and administration staff. The lead GP is the clinical director and a director of operations and business development. The practice was also a teaching practice for doctors undertaking the two-year foundation programme.

The practice is open between 8.00am and 9.00pm on Monday to Thursday, 8.00am and 6.30pm on Friday and between 9.00am and 12.00pm on Saturday. Practice out of hours are provided by an alternative provider, London Central West (LCW), where phones are diverted after closing hours.

There are higher than average number of patients under the age of 18 and fewer patients aged over 85 than the national average. Information published by Public Health



England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.



The practice provides a wide range of services which include chronic disease management, child health surveillance, cervical screening, substance misuse clinics, sexual health services and NHS health checks.

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 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><b>How the regulation was not being met:</b></p> <ul style="list-style-type: none"><li>• Blind loop cords were not secured.</li><li>• The system for checking single-use equipment was not operating effectively.</li><li>• Blank prescriptions were not monitored safely.</li><li>• Monitoring of patients on high risk medicines was not taking place as per guidelines. When we reviewed records for patients on high risk medicines such as lithium and azathioprine, blood tests were overdue ranging between three months and three years.</li><li>• When we checked the prescription box which was to be checked every month, we saw two prescriptions dated three months prior, had not been collected.</li><li>• Two medicines kept in the doctors' bag were out of date.</li></ul> <p><b>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</b></p>