

# Hammersmith and Fulham Centres for Health

## Inspection report

Fulham Centre for Health (Charing Cross Hospital)  
London  
W6 8RF

Hammersmith Centre for Health (Hammersmith  
Hospital)  
London  
W12 0HS

Date of inspection visit: 8 and 9 July 2019  
Date of publication: 22/07/2019

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?

Good 

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 of Hammersmith & Fulham Centres for Health on 8 and 9 July 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:

- There were systems in place to safeguard children and vulnerable adults from abuse and staff we spoke with knew how to identify and report safeguarding concerns.
- There was an open and transparent approach to safety and systems were in place for recording, reporting and sharing learning from significant events.
- The service reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- There was a programme of quality improvement including clinical audit which had a positive impact on quality of care and outcomes for patients.
- Staff had the skills, knowledge and experience to deliver effective care.
- Staff involved and treated people with compassion, kindness, dignity and respect.
- The service took complaints and concerns seriously to improve the quality of care.

- Leaders demonstrated they had the capacity and skills to deliver high-quality, sustainable care.
- The provider engaged with patients and staff to improve the service.
- The provider was aware of the duty of candour and examples we reviewed showed the service complied with these requirements.
- There was a focus on continuous learning and improvement at all levels of the organisation.

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

- Consider the infection control lead undertaking enhanced training to support them in this extended role.
- Nominate a deputy fire marshal at both sites to ensure there is an appropriately trained member of staff available at all times.
- Continue to monitor the prescribing of broad spectrum antibiotics in line with guidance.
- Continue to monitor patient outcomes in relation to childhood immunisation and cervical screening programme.
- Consider implementing a system to record verbal complaints to ensure all opportunities to learn from feedback was captured.
- Review staff understanding of the term duty of candour and whistleblowing.

**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 two team inspectors from the Hospitals Directorate inspection team.

## Background to Hammersmith and Fulham Centres for Health

Hammersmith and Fulham Centres for Health is run by Partnership for Health, a consortium of local NHS and 'not for profit' organisations, made up of Imperial College Healthcare NHS Trust (ICHT) and London Centre & West Unscheduled Care Collaborative (LCW UCC). ICHT provides the premises, facilities management, data analysis, information governance oversight and infection prevention and control and LCW UCC provides the day-to-day clinical and operational running of both sites which included primary care leadership, GPs and support staff.

The service operates from two locations:

Hammersmith Centre for Health, Hammersmith Hospital, Du Cane Road, London W12 0HS

Fulham Centre for Health, Charing Cross Hospital, Fulham Palace Road, London W6 8RF

The service holds an Alternative Provider Medical Service (APMS) contract with NHS Hammersmith and Fulham

Clinical Commissioning Group (CCG). The service is registered with the Care Quality Commission (CQC) as part of the Imperial College Healthcare NHS Trust registration.

The service has a total patient population of approximately 9000 patients across two sites, of which 6000 patients attend Hammersmith Centre for Health, located at Hammersmith Hospital and 3000 patients attend Fulham Centre for Health, located at Charing Cross Hospital. Patients can register at either site and can choose an appointment at their preferred site.

The service team includes two male lead GPs, two salaried GPs, six regular sessional GPs, two practice nurses and a healthcare assistant. The clinical team are supported by a practice manager and a team of six receptionists.

The service is open between 8am and 8pm Monday to Friday at both sites and on Saturday from 8am to 4pm at Hammersmith Centre for Health (Hammersmith Hospital) and on Sunday from 8am to 4pm at Fulham Centre for Health (Charing Cross Hospital).