



City of Westminster

# Follow-On Committee Agenda

Title:

**Family and People Services Policy and Scrutiny Committee**

Meeting Date:

**Monday 3rd December, 2018**

Time:

**7.00 pm**

Venue:

**Room 3.1, 3rd Floor, 5 Strand, London, WC2 5HR**

Members:

**Councillors:**

Nafsika Butler-Thalassis  
Maggie Carman  
Lorraine Dean  
Peter Freeman

Jonathan Glanz  
Patricia McAllister  
Emily Payne  
Selina Short



**Members of the public are welcome to attend the meeting and listen to the discussion Part 1 of the Agenda**

**Admission to the public gallery is by ticket, issued from the ground floor reception. If you have a disability and require any special assistance please contact the Committee Officer (details listed below) in advance of the meeting.**



**An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter. If you require any further information, please contact the Committee Officer, Tristan Fieldsend, Senior Committee and Governance Officer.**

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Corporate Website: [www.westminster.gov.uk](http://www.westminster.gov.uk)**

**Note for Members:** Members are reminded that Officer contacts are shown at the end of each report and Members are welcome to raise questions in advance of the meeting. With regard to item 2, guidance on declarations of interests is included in the Code of Governance; if Members and Officers have any particular questions they should contact the Head of Committee and Governance Services in advance of the meeting please.

## **AGENDA**

### **PART 1 (IN PUBLIC)**

#### **5. SOHO SQUARE - LIVINGCARE REPORT**

**(Pages 3 - 12)**

To note the details of LivingCare London's response to the findings of the Care Quality Commission's (CQC) inspection of Soho Square Surgery.

**Stuart Love**  
**Chief Executive**  
**5 December 2018**

# SOHO SQUARE GENERAL PRACTICE, LIVINGCARE LONDON

BY TANIA TERBLANCHE, OPERATIONS DIRECTOR

## WHERE ARE WE

- ❖ Inadequate CQC rating & Notices relating to Regulation 12, Safe care and treatment & Regulation 17, Good Governance
- ❖ The CQC rating is affecting services provided by the Practice
- ❖ Practice non compliant with CCG contract
  - Due to inadequate CQC rating
  - Contractual compliance to meet KPI's GP appointments
- ❖ Due to CQC Inadequate rating - Patient services have been suspended by Partnership in Practice (PIP) service including: diabetic checks, ECGs, Spirometry, Mental Health Reviews and Phlebotomy

## ARE THE SERVICE SAFE?

CQC concern	Action Taken
No Clinical oversight of the locum GP and locum Nurse	Lead GP appointed with clear oversight of Clinical Team
Staff could not provide evidence of cleaning of some clinical equipment	Documented cleaning audit in place
Staff had not followed the practice policy when there is a break in the cold chain	Clear audit plan in place and any break in the cold chain reported and managed by Lead GP
Lessons learned not shared with locum GPs in the practice	Weekly clinical meetings being held and lessons learned shared and documented

## ARE THE SERVICE EFFECTIVE?

CQC concern	Action Taken
There were limited programmes for quality improvement or clinical audits	GP Lead ensured clinical audits and quality improvement programmes in place at the Practice
There was no evidence of clinical supervision for clinicians working at the practice	Weekly clinical meetings address an concerns raised and clinical supervision provided by Lead GP

# ARE THE SERVICE CARING?

CQC concern	Action Taken
Feedback from PPG and NHS choices and comment cards demonstrated there were areas for improvement	Meeting held with PPG to improve communication and relationship between Practice and Group. Meetings held with Chinese PPG members and Chinese Community Centre to improve Practice service delivery to the Chinese Community
A low number of carers had been identified by the Practice	A database of Carers have been development to ensure Patients are provided with the right quality of care. Patient record cards, also list carers details

## ARE THE SERVICE RESPONSIVE?

CQC concern	Action Taken
Feedback from the patient participation group (PPG) and NHS Choices stated that the practice did not listen to patients views and continuity of care was poor due to high use of locums	Increase in GP appointments Daily walk in appointments New full time administrator appointed PPG forums attended by Practice Team Newsletter communication improvement plan started to all Patients Meeting held with Chinese Doctor who worked at Practice previously to rebuild relationships Reduction of high number locums



## ARE THE SERVICE WELL-LED?

CQC concern	Action Taken
There was no innovation or service development and improvement was not a priority among staff and leaders	Development and improvement of services a key priority of the Practice. This is essential to change the current inadequate CQC rating
There was no clinical oversight of the largely locum clinical staff	Lead GP at Practice 4/5 days per week and clear oversight of clinical workforce now inplace
Staff did not always follow practice policy when there had been a break in the cold chain	Clear monitoring process in place and actions taken inline with policy when changes are identified.
Feedback from patient participation group (PPG) and the local Healthwatch stated that the practice did not listen to patients views and continuity of care was poor due to the high use of locums	PPG feedback of Practice improvement actioned and reduced number of locums due to salaried GPs and clinical oversight of GP Lead. Healthwatch have meetings with Practice Team to review progress made and also attend PPG meetings. Appointments increased and walk in appointments available daily as requested by PPG Group.

## NEXT STAGE

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- Improved communication from Practice to key stakeholders
- PPG member engagement in improving communication and engagement
- Encourage Patient registration at Practice
- Support required by all stakeholders to improve Practice reputation
- Engagement with Chinese Community Centre – what do they want us to do?
- CCG contract compliance
- CQC rating change
- Working closely with Central London Healthcare to ensure Practice maximise locality opportunities – bring services back to practice

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