

Thornbury Road Centre for Health

Inspection report

Thornbury Road
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Date of inspection visit: 20 May 2021
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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?	Good 
Are services effective?	Good 
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 Thornbury Road Centre for Health on 20 May 2021. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 19 September 2019, the practice was rated Requires Improvement overall and requires improvement overall for all population groups. We rated the practice as requires improvement for providing safe and responsive services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Thornbury Road Centre for Health on our website at www.cqc.org.uk.

Why we carried out this inspection

This was a comprehensive inspection to follow up on breaches of Regulation 12 Safe care and treatment and Regulation 17 Good governance.

At this inspection we covered all key questions:

- Are services safe?
- Are services effective?
- Are services caring?
- Are services responsive?
- Are services well-led?

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 included:

- Conducting staff interviews on-site.
- Completing clinical searches on-site 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

Overall summary

- A full-day 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 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:

- The practice had demonstrated improvements in governance arrangements compared to the previous inspection.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Review staff feedback regarding non-clinical staffing levels.
- Review the patient participation group (PPG) feedback regarding further improving the engagement and access to the service.
- Continue to encourage and monitor childhood immunisation uptake rates.
- Take necessary action to reissue the electrical installation condition 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

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit. The team included a GP specialist advisor who spoke with staff on-site and completed clinical searches and records reviews by visiting the location.

Background to Thornbury Road Centre for Health

Thornbury Road Centre for Health is a GP practice located in Isleworth in West London at:

Thornbury Road,

Isleworth,

Middlesex.

TW7 4 HQ

We visited this location as part of this inspection activity.

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

The practice offers services from only a main practice location. The practice is in purpose built premises. The location is shared with another GP practice.

The practice is situated within the Hounslow Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS). This is part of a contract held with NHS England.

The practice is part of the Brentworth Primary Care Network (PCN).

The practice population of patients aged between 30 to 44 years is higher than the national average and patients aged above 65 years old are lower than the national average.

The National General Practice Profile states that 39% of the practice population is from an Asian background with a further 13% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.

There are two GP partners, three salaried GPs and one long term locum GP. Three GPs are male and three are female, who work a total of 28 GP clinical sessions per week on average. In addition, the practice offers eight advanced nurse practitioner clinical sessions per week. The practice employs an advanced nurse practitioner, a practice nurse and two health care assistants. The practice manager is supported by a team of administrative and reception staff.

The practice is registered as a yellow fever vaccination centre and it also offers travel vaccination.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of visiting the main GP location.

Extended access is provided at local hubs, where late evening and weekend appointments are available. Out of hours services are provided by Care UK.