

# Little Park Surgery

## Inspection report

281 Hounslow Road  
Hanworth  
Feltham  
Middlesex  
TW13 5JG  
Tel: 02088946588  
[www.littleparksurgery.co.uk](http://www.littleparksurgery.co.uk)

Date of inspection visit: 18 September 2019  
Date of publication: 13/11/2019

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 at Little Park Surgery on 18 September 2019 as part of our inspection programme. The practice was inspected in September 2018

and was rated Good.

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 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 organised and delivered services to meet patients' needs. 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-centre care.

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

- Increase knowledge of Gillick competency to non-clinical staff and their responsibilities of alerting GPs of concerns relating to minors.

**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 second CQC inspector.

## Background to Little Park Surgery

Little Park Surgery is in Feltham in the London Borough of Hounslow and provides a general practice service to around 6200 patients from a converted building. The practice has a General Medical Services (GMS) contract and provides a full range of essential, additional and enhanced services including maternity services, child and adult immunisations.

The practice has GP four partners, one salaried GPs and two trainee GPs at the practice who work a total of 32 sessions. The practice employs two practice nurses, a health care assistant and a phlebotomist. The practice manager is supported by a reception manager, a team of administrative and reception staff.

Little Park Surgery is a training practice, where a doctor who is training to be qualified as a GP has access to a senior GP throughout the day for support.

Regulated activities are delivered to the patient population from the following address:

281 Hounslow Road  
Feltham

Hounslow

Middlesex

TW13 5JG

The practice has a website that contains comprehensive information about what they do to support their patient population and the in house and online services offered:

Website: [www.littleparksurgery.co.uk](http://www.littleparksurgery.co.uk)

The practice was open between 8am - 6:30pm Mondays – Fridays. On Tuesdays the practice offers extended hours between 6:30pm and 7:45pm. The practice offers a range of scheduled appointments to patients every weekday from 8:30am to 6pm including open access appointments with a duty GP throughout the day. The details of the out-of-hours service are communicated in a recorded message accessed by calling the practice when it is closed and on the practice website. The age of the practice population is broadly in line with the CCG averages.