

HMC Health Feltham

Inspection report

3rd Floor The High Street
Feltham
TW13 4GU
Tel: 02081040840
www.hmchealthfeltham.co.uk

Date of inspection visit: 08 September 2021
Date of publication: 06/10/2021

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 HMC Health Feltham on 6, 7 and 8 September 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 8 January 2020, the practice was rated Requires Improvement overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for HMC Health Feltham 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 17 Good governance and Regulation 18 Staffing.

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 inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing.

Overall summary

- Completing clinical searches 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.
- A short 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, with the exception of working age people (including those recently retired and students), which is rated as requires improvement.

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-centre care.

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

- Continue to encourage and monitor cervical, breast and bowel cancer screening and childhood immunisation uptake.
- Take action to ensure all the staff are aware how to access the policies.
- Take necessary steps to establish an active patient participation group (PPG).

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCP

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)	Requires Improvement 
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 spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to HMC Health Feltham

HMC Health Feltham is a GP practice located in the Feltham area in West London at:

3rd Floor, Feltham Centre for Health,

The High Street,

Feltham

TW13 4GU

We visited this location as part of this inspection activity.

The practice is located in purpose-built premises. A number of other health services are offered at the premises by the different providers. The practice is fully accessible.

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 is situated within the Hounslow Clinical Commissioning Group (CCG) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 10,910. This is part of a contract held with NHS England.

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

The practice population of patients aged between 0 to 18 years old is higher than the national average and there is a lower number of patients aged above 65 years old compared to the national average.

Ethnicity based on demographics collected in the 2011 census shows the patient population is ethnically diverse and 37% of the population is composed of patients with an Asian, Black, mixed or other non-white backgrounds.

Information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 79 years compared to the national average of 79 years. Female life expectancy is 83 years compared to the national average of 83 years.

There is one salaried GP and eight self-employed GPs. Five GPs are female and four male. The practice employs two practice nurses, a clinical pharmacist, a health care assistant and a phlebotomist. The partners are supported by the operations manager, a business manager, a support manager and a team of administrative and reception staff.

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 either the main GP location or the branch surgery.

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