

The Willow Tree Surgery

Inspection report

2 Jollys Lane

Hayes

Middlesex

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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

Requires improvement



Are services safe?

Good



Are services effective?

Requires improvement



Are services caring?

Requires improvement



Are services responsive?

Good



Are services well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at The Willow Tree Surgery on 19 December 2017. The overall rating for the practice was good. The practice was rated as requires improvement for providing effective services as performance in relation to mental health care, the management of chronic conditions, childhood immunisations, and cervical cancer screening was below local and national averages. The full comprehensive report on the December 2017 inspection can be found by selecting the 'all reports' link for The Willow Tree Surgery on our website at www.cqc.org.uk.

After our inspection in December 2017 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the Requirement Notice served.

This inspection was an announced comprehensive inspection carried out on 13 November 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 19 December 2017. This report covers our findings in relation to those requirements and additional areas for improvement since our last inspection.

Our judgement of the quality of care at this service is based 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.

This practice is now rated as requires improvement overall.

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Requires improvement

Are services caring? – Requires improvement

Are services responsive? – Good

Are services well-led? – Good

At this inspection we found:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.

- Since our last inspection the practice had implemented safety systems to improve the monitoring of uncollected prescriptions and the documenting of significant events.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Whilst performance in relation to mental health care and the management of some chronic conditions had improved, there had not been sufficient improvement in childhood immunisation uptake rates or exception reporting for many long-term conditions.
- Feedback from patients we spoke with and CQC comment cards stated staff involved and treated patients with compassion, kindness, dignity and respect. However, results from the national GP patient survey were mixed, with patients rating some questions about the way staff treated people as below local and national averages.
- Feedback from patients we spoke with and CQC comment cards showed patients found the appointment system easy to use and reported that they could access care when they needed it. Some patients reported difficulties accessing the GP of their choice.
- There was a focus on continuous learning and improvement at all levels of the organisation.

The areas where the provider **must** make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The areas where the provider **should** make improvements are:

- Continue to review and improve uptake rates for cervical cancer screening.
- Take action to restart the patient participation group.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Please refer to the evidence tables for further information.

Population group ratings

Older people	Good	
People with long-term conditions	Requires improvement	
Families, children and young people	Requires improvement	
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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

Background to The Willow Tree Surgery

The Willow Tree Surgery is an NHS GP practice located in Hayes, Middlesex.

The practice is registered with the Care Quality Commission to deliver the Regulated Activities: diagnostic and screening procedures; maternity and midwifery services; family planning; and treatment of disease, disorder or injury.

The Willow Tree Surgery is situated within Hillingdon Clinical Commissioning Group (CCG) and provides services to approximately 3,500 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice is led by a GP principal (female) who is supported by a regular GP locum (male), a practice nurse (female), a practice manager (female), and five receptionists / administrators.

The age range of patients is predominantly 15 to 64 years. The practice has a lower percentage of patients over 65 years (9%) when compared to the national average (17%). The National General Practice Profile states that 33% of the practice population is from an Asian background with a further 25% 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 four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The Willow Tree Surgery is open between 8.00am and 6.30pm Monday to Friday. Extended hours appointments are available from 7.00am to 8.00am on Monday and Tuesday. Evening and weekend appointments are also offered to all patients at additional locations within the area as the practice is a member of a GP confederation. Additional out of hours care is accessed by calling the NHS 111service.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance The registered person had systems or processes in place that were operating ineffectively. In particular: Actions to address high exception reporting and low childhood immunisation uptake had yet to demonstrate significant impact or improvement. Results from the national GP patient survey showed low satisfaction for consultations with healthcare professionals, and accessing the service. This was in breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.