

Hammond Road Surgery

Quality Report

95 Hammond Road,
Southall,
Middlesex,
UB2 4EH

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Website: www.hammondroadsurgery.co.uk

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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 service

Good



Are services responsive to people's needs?

Requires improvement



Summary of findings

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Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Hammond Road Surgery on 27 July 2017. Although the overall rating for the practice was good, the practice was rated as requires improvement for providing responsive services as patient satisfaction with access to the service was notably below local and national averages. The full comprehensive report on the July 2017 inspection can be found by selecting the 'all reports' link for Hammond Road Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 30 October 2018 to confirm that the practice had taken action to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 27 July 2017. This report covers our findings in relation to those requirements.

At this inspection the practice provided evidence of an action plan they had implemented to improve access and some evidence of improvement. However, the most recent results from the national GP patient survey

published in July 2018 showed patient satisfaction with access was still notably below local and national averages. Consequently, the practice is still rated as requires improvement for providing responsive services.

Our key findings were as follows:

- The practice had implemented an action plan to improve access to the service.
- The practice was able to demonstrate some improvement however results from the national GP patient survey published in July 2018 showed patient satisfaction in relation to access was notably below local and national averages.

There areas of practice where the provider must make improvements are;

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

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

Hammond Road Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection was led by a CQC inspector.

Background to Hammond Road Surgery

Hammond Road Surgery is situated at 95 Hammond Road, Southall, Ealing, UB2 4EH. The practice provides medical services through a General Medical Services (GMS) contract to approximately 4,000 people living in the local area. The practice is part of the NHS Ealing Clinical Commissioning Group (CCG).

The practice is registered with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery services and surgical procedures.

The practice team consists two GP partners, practice nurse, advanced nurse practitioner, healthcare assistant, a practice manager and a small team of non-clinical staff.

The practice is open from 8am to 6.30pm Monday to Friday. Appointments are available throughout the opening hours. For out of hours care including weekends patients are instructed to contact the NHS 111 service where they are directed to local out of hours services.

Services provided include clinics for diabetes and asthma, women's health and family planning, antenatal and postnatal care, baby clinics, child and travel immunisations, cervical cytology and care planning.

Why we carried out this inspection

We undertook a comprehensive inspection of Hammond Road Surgery on 27 July 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall however it was rated as requires improvement for providing responsive services. The full comprehensive report following the inspection on July 2017 can be found by selecting the 'all reports' link for Hammond Road Surgery on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Hammond Road Surgery on 30 October 2018. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

At our previous inspection on 27 July 2017, we rated the practice as requires improvement for providing responsive services as patient satisfaction in relation to access to the service was notably below local and national averages.

At this inspection we found the practice had implemented a plan to improve access and there was some evidence that access was improving. However, patient satisfaction with access was still notably below local and national averages. Consequently, the practice is still rated as requires improvement for providing responsive services.

Timely access to the service

At the previous inspection we reviewed the results of the national GP patient survey published in July 2017 and found that patient satisfaction was notably below local and national averages for all indicators relating to access to the service.

At this inspection the practice was able to provide some evidence that they had taken action to improve access. The practice had implemented an action plan which included;

- The introduction of additional GP / nurse sessions and telephone consultations.
- Changing the telephone system to a call queuing system.
- Providing more slots for home visits.

The practice provided us with some evidence that access was improving as a result of the actions taken. This included data that showed the practice had exceeded the most recent CCG target for the number of appointments offered per month, per thousand patients, and data that showed the practice was ranked 8th in terms of access to appointments out of the 79 practices in the local CCG.

Although the practice was able to demonstrate some improvement in relation to access to the service, the results of the national GP patient survey published in July 2018 were still notably below local and national averages. For example;

- The percentage of respondents to the GP patient survey who responded positively to how easy it was to get through to someone at their GP practice on the phone was 35% compared to the Clinical Commissioning Group (CCG) average of 71% and the national average of 70%.
- The percentage of respondents to the GP patient survey who responded positively to the overall experience of making an appointment was 44% compared to the CCG average of 66% and the national average of 69%.
- The percentage of respondents to the GP patient survey who were very satisfied or fairly satisfied with their GP practice appointment times was 52% compared to the CCG average of 63% and the national average of 66%.
- The percentage of respondents to the GP patient survey who were satisfied with the type of appointment (or appointments) they were offered was 64% compared to the CCG average of 69% and the national average of 74%.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance How the regulation was not being met: The registered person had not sufficiently acted on feedback from people using the service in order to make improvements. In particular: Results from the national GP patient survey relating to access to the service.