

# Townfield Doctors Surgery

## Inspection report

34 College Way  
Hayes  
Middlesex  
UB3 3DZ  
Tel: 020 8573 5856

Date of inspection visit: 17 September 2019  
Date of publication: 25/11/2019

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 decided to undertake a comprehensive inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

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

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, for all key questions and all population groups.**

- The practice provided care in a way that kept patients safe and protected them from harm.
- Patients' needs were assessed, and they received care and treatment in line with guidelines.
- The practice could demonstrate improved performance and active engagement with other health and social care agencies to provide coordinated care.
- 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 practice leadership promoted the delivery of high-quality, person-centred care.
- We received mixed feedback about the cohesiveness of team working and the practice culture but were consistently told this was improving.

- The practice was acting to address issues identified after a serious incident.

We saw one area of outstanding practice:

- The practice ran a programme of events aimed at meeting the needs of particular patient groups. In 2019, the practice had run events on mental health (to coincide with mental health awareness week); first aid training for parents; a healthy heart event; an early dementia awareness event; and a children's art workshop. The patient participation group was involved in suggesting ideas and running events. The events were used to raise awareness about the topic and the relevant services the practice provided and lead staff members. For example, the practice had provided relevant information for parents attending the art workshop about childhood immunisations. Feedback from people attending the workshops was very positive.

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

- Continue to monitor and encourage parents to have their children immunised in line with current guidelines.
- Review patient feedback around clinicians' listening skills and assess the scope for improvement.
- Take action to improve the uptake of bowel cancer screening.
- Ensure that actions taken to improve following a serious event are embedded into practice.
- Review the scope to improve the quality of management and performance data, for example in relation to staff training.

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

**Dr Rosie Benneworth** 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 inspector. The team included a GP specialist advisor and a second CQC inspector.

## Background to Townfield Doctors Surgery

Townfield Doctors Surgery is a well-established GP practice located in Hayes, West London. The practice falls within the NHS Hillingdon Clinical Commissioning Group (CCG) area.

The practice provides primary medical services to approximately 9,000 patients living in the local area. The practice holds a Personal Medical Services Contract and Directed Enhanced Services Contracts. The practice experiences a high turnover of patients of approximately 300 per year due to a transient population.

The practice operates from a purpose-built building leased from NHS Property Services. The practice has five consultation rooms, a reception and waiting area on the ground floor of the premises and three consultation rooms on the first floor with lift and stair access. There is wheelchair access to the entrance of the building and toilet facilities for people with disabilities.

The practice population is ethnically diverse and has a higher than the national average number of male and female patients between 0 and 14 years of age and between 25 and 39 years of age. There is a lower than the national average number of patients 50 years plus. The practice area is slightly below average in terms of socio-economic indicators and average for life expectancy.

The practice team comprises of two male GP partners and two female GP partners who collectively work a total of 31 clinical sessions per week. They are supported by two part time practice nurses, two health care assistants, a practice manager and a team of administrators and receptionists.

Patients have access to extended hours primary care services in evening and weekends in Hillingdon. The out-of-hours service for urgent problems is provided by an alternative provider. The details of the out-of-hours service are communicated in the practice leaflet; by a recorded telephone message when the practice is closed and on the practice website.

The practice provides a wide range of services including chronic disease management, minor surgery, coil fitting and health checks. The practice also provides health promotion services including, cervical screening, childhood immunisations and a travel health service.

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