

# Hillingdon Health Centre

## Inspection report

4 Freezeland Way  
Hillingdon  
Uxbridge  
Middlesex  
UB10 9QF

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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

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 focused inspection of this service on 13 February 2020.

This inspection focused on the following key questions: safe and well-led to follow-up on a breach of regulation identified at the previous inspection in February 2019 and to assess a change in leadership of the service.

When this service registered with us in July 2019, it inherited the regulatory history and ratings of its predecessor. Because of the assurance received from our review of information prior to the inspection we have made a judgement that the previous rating for the key questions effective, caring and responsive has not changed.

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:**

- Establish an active patient participation group to work with practice staff to improve the quality of care and outcomes for patients.
- Ensure risk assessments are carried out to cover all aspects of health and safety.

**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.

## Background to Hillingdon Health Centre

Hillingdon Health Centre is located at 4 Freezeland Way, Hillingdon, Uxbridge, Middlesex, UB10 9QF. The surgery has good transport links and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Hillingdon Health Centre is situated within the Hillingdon Clinical Commissioning Group (CCG) and provides services to 7,646 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 provider is a single handed male GP who registered with the CQC in July 2019. The practice employed several

female salaried GPs, two practice nurses, a health care assistant, a practice manager and several administration/reception staff. The practice is currently part of a wider network of GP practices.

There are higher than average number of patients between the ages of 15 and 44, and higher than average number of patients aged over 65 than the national average. The National General Practice Profile states that 69.8% of the practice population is from a white background, 19.7% from an Asian background with a further 10.5% 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 nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.