

Dr Ajay Birly

Inspection report

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Hillingdon
Uxbridge
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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 effective?

Good



Overall summary

We previously carried out an announced comprehensive inspection of Dr Ajay Birly in August 2018 as part of our inspection programme. We rated the practice Good overall. We rated the practice Good for providing safe, caring, responsive and well led services and Requires Improvement for providing effective services. You can read the full report by selecting the 'all reports' link for Dr Ajay Birly on our website (www.cqc.org.uk).

We were mindful of the impact of the Covid-19 Pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the Covid-19 Pandemic when considering what type of inspection was necessary and proportionate. This inspection was therefore a desk-based inspection. On 3 November 2022, we carried out a desk-based review to confirm that the practice had carried out improvement plans to their service.

We found that the practice had put measures in place for ongoing improvement. The practice is now rated Good for providing effective services.

We based our judgement of the quality of care at this service on a combination of:

- What we found when we reviewed the information sent to us by the provider;
- Information from our ongoing monitoring of data about services.

We have rated effective Good because:

- Improvements have been made to the care of patients with diabetes;
- Further systems have been put in place to aid the management of patients with dementia;
- There has been an improvement in the exception reporting for patients with long term conditions;
- Systems are in place to improve the uptake of the childhood immunisation and cervical screening programmes;
- Improvements have been made to the care of patients on the palliative care register.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

We did not visit Dr Ajay Birly during this inspection. The review of information sent by the practice was undertaken remotely by a CQC inspector.

Background to Dr Ajay Birly

Dr Ajay Birly provides services to approximately 6185 patients in the surrounding areas of Hillingdon and Uxbridge from a single site through a General Medical Services (GMS) contract. The practice is also known as Acorn Medical Centre. The practice is accessible to people with disabilities.

The practice is led by an individual GP principal. The GP principal specialises in providing care for patients recovering from substance misuse and patients with a history of violence referred from other practices in the borough. The practice employs five part-time long-term locum GPs, three of whom are female, and two part-time practice nurses. The practice also employs a practice manager and a small team of receptionists/administrative staff.

The practice is open between 8.30am and 6.30pm during the week with appointments available morning and afternoon daily. Individual doctors offer various surgery times. Appointments are also available on Thursday evenings between 6.00pm and 7.30pm and Saturday mornings between 8.45am and 11.15am.

In addition, the practice provides access to appointments through the Hillingdon Primary Care Federation hub for 12 hours each Saturday and Sunday and up to 7.30pm on weekdays via three GP locations in Hillingdon.

Out of hours primary care is contracted to a local out of hours provider. The practice provides patients with information about how to access urgent care when the practice is closed on its website, answerphone and in its patient information leaflet. Out of hours is also directly accessible at the Urgent Care Centre at Hillingdon Hospital.

The local area is characterised by relatively low levels of socio-economic deprivation with higher than average rates of employment. The practice is younger than average and culturally and ethnically diverse. The practice has relatively few patients aged over 75.

The provider is registered with the Care Quality Commission to carry out the regulated activities of, treatment of disease, disorder or injury; diagnostic and screening procedures; family planning; and maternity and midwifery services.