

# Hammond Road Surgery

## Inspection report

95 Hammond Road  
Southall  
Middlesex  
UB2 4EH  
Tel: 02085745057  
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 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 inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

We also carried out the inspection to follow-up on a breach of regulation identified at the previous inspection of the service in October 2018 in relation to patient satisfaction with access to appointments.

This inspection focused on the following key questions: effective, responsive and well-led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: safe and caring.

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 with the exception of working age people (including those recently retired and students) population group which we rated as requires improvement.**

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. However, cervical screening uptake was below the national target.
- 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.
- The practice had improved access to appointments since the last inspection with data showing that patients could now 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:**

- Improve cervical screening uptake to bring in line with national targets.
- Continue to improve childhood immunisation uptake to bring in line with the World Health Organisation (WHO) target.
- Implement a program of quality improvement including clinical audit to drive improvement in patient outcomes.
- Implement a leadership development programme, including a succession plan.

**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>Requires improvement</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 Hammond Road Surgery

Hammond Road Surgery is located at 95 Hammond Road, Southall, Middlesex, UB2 4EH. 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, treatment of disease, disorder or injury and surgical procedures.

Hammond Road Surgery is situated within the Ealing Clinical Commissioning Group (CCG) and provides services to 4,500 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 has two male GP partners, a sessional female GP, an advanced nurse practitioner, a nurse, a health care assistant, two practice managers and several administration staff. The practice is part of any wider network of GP practices.

There are higher than average number of patients between 15 and 44 years of age and fewer patients aged over 65 than the national average. The National General Practice Profile states that 68% of the practice population is from an Asian background, 16% of the population from a white background with a further 16% 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. Services provided include long-term condition management, travel vaccinations, childhood immunisations, cervical cytology, phlebotomy and joint injections.