

Eastmead Avenue Surgery

Inspection report

The Surgery
20 Eastmead Avenue
Greenford
UB6 9RB
Tel: 02085781244
www.eastmeadsurgery.nhs.uk

Date of inspection visit: 23 June 2021
Date of publication: 04/08/2021

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 carried out an announced review at Eastmead Avenue Surgery on 23 June 2021. Overall, the practice is rated as good.

We reviewed whether the practice was providing effective services:

Effective - Good

Following our previous inspection on 15 October 2019, the practice was rated good overall and for the key questions of Safe, Caring, Responsive and Well-led. The practice was rated as requires improvement for providing Effective services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Eastmead Avenue Surgery on our website at www.cqc.org.uk

Why we carried out this review

This review was a focused review of information without undertaking a site visit to follow up on a breach of Regulation 17 Good governance. At the last inspection we found:

- The practice performance for its management of some long-term conditions, including aspects of mental health, was below average as measured by the Quality and Outcomes Framework. The practice's uptake rates for childhood immunisations and cervical screening were also below target.

We also followed up on 'should do' actions identified at the last inspection. Specifically, the practice should:

- Document actions arising from clinical meetings in a timely way.
- Implement a version control system for policies and processes.
- Implement consistent criteria for incident reporting.

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently. This review was carried out without visiting the location by reviewing information supplied by the provider and the most recently published performance data for the practice. The inspector also carried out a telephone interview with the GP partners and practice manager.

Our findings

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

- 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 had taken action to make the required improvements since our previous inspection:

- Patients received effective care and treatment that met their needs.

Whilst we found no breaches of regulations, the provider **should**:

Overall summary

- Continue to work on cervical screening and childhood immunisation uptake rates with the goal of achieving the national targets.

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

Older people	Not inspected	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our review was carried out by a CQC inspector who reviewed documentary evidence held by CQC and supplied by the provider without visiting the location.

Background to Eastmead Avenue Surgery

Eastmead Avenue Surgery provides care to around 6000 patients in the local area. The practice is part of the North West London Clinical Commissioning Group (CCG) and is a member of a local network of GPs in Ealing.

The practice team comprises four GP partners (part-time), salaried GPs, a practice manager, a practice nurse, healthcare assistants and a team of reception and administration staff. Patients can choose to see a male or female GP. The practice is a GP training practice.

Patients are referred to the NHS 111 service and a contracted provider for out-of-hours care. Patients also have access to extended access primary care 'hub' clinics in Ealing outside of normal working hours.

The practice serves a young population group with the proportion of patients under the age of 40 above the England average. Around 50 percent of patients are from black and minority ethnic communities. The area has average levels of life expectancy, rates of employment and income deprivation.

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