

Eastbury Surgery

Inspection report

3 Eastbury Road
Northwood
HA6 3BG
Tel: 01923845945
www.eastburysurgery.com

Date of inspection visit: 09 December 2021
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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 responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at Eastbury Surgery on 9 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as Good

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

Why we carried out this inspection

This inspection was undertaken in response to information we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

The inspection was led by a CQC lead inspector who spoke with staff during an onsite visit.

We found that:

- People were able to access appointments in a timely way
- The practice offered a range of appointment types
- There were systems in place to support people who face communication barriers to access treatment
- There were systems in place to monitor access to appointments and make improvements

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

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to Eastbury Surgery

Eastbury Surgery is located in Northwood at:

3 Eastbury Road

Northwood

Middlesex

HA6 3BG

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

The practice is situated within the Hillingdon Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 8500. This is part of a contract held with NHS England.

The practice is a member of a local GP network comprising 16 GP practices in North Hillingdon. It is also a member of Hillingdon GP Confederation.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (10 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 31% Asian, 63% White, 2% Black, 3% Mixed, and 1% Other.

The majority of patients are of working age (~5043) and there is double the CCG average of older patients (~1784).

The practice team comprises of three GP partners (2.5 WTE), a salaried GP (1 WTE), a long-term sessional GP (0.25 WTE), a practice nurse (0.75 WTE), two healthcare assistants (1 WTE) and a phlebotomist (1 WTE). The clinical team are supported by a practice manager and a team of non-clinical staff. There is in addition a clinical pharmacist and social prescriber provided through the primary care network. The practice is an approved training practice for trainee doctors and medical students and there is currently two trainee GPs (2 WTE).

The practices opening hours are Monday to Friday 8:30am to 6:30pm and 9:00am to 1:15pm alternate Saturdays. Between 8:00am and 8:30am patients can access practice staff for any urgent issues by phone although routine calls are not answered. Telephone lines are switched off between 1:00pm and 2:30pm for routine phone calls however emergency calls can be made if necessary and the reception is open throughout the opening hours for patients to book appointments in person. Appointments are available from 9:00am to 6:30pm daily. Urgent appointment clinics are held from 9:00am to 12:00pm and 4:00pm to 6:00pm daily.

Extended access is provided locally through the confederation hub from 6:30pm to 8:30pm daily and 8:00am to 8:00pm weekends. Out of hours services are provided by practice plus which is accessed through NHS 111.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment onsite.