

The Boileau Road Surgery

Inspection report

104 Boileau Road
Ealing
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Date of inspection visit: 28 September 2022
Date of publication: 14/12/2022

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?

Requires Improvement 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at The Boileau Road Surgery on 28 September 2022. This was a desktop inspection, meaning we did not carry out a site visit to undertake this inspection. Instead we reviewed information we held about the service and asked the provider to send us some information. We also interviewed the provider remotely.

This was a focussed inspection, meaning we only reviewed the areas where the provider had previously been told they **should** improve. Specifically, we looked at whether the service was providing effective care and treatment.

Overall, the practice is rated as good. This rating has been carried over from the previous inspection in November 2019. The ratings for safe, caring, responsive and well led were also carried forward from previous inspections.

Safe - good

Effective - requires improvement

Caring - good

Responsive - good

Well-led - good

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

Why we carried out this inspection

We carried out this inspection to follow up concerns from a previous inspection in November 2019.

At this inspection we followed up on the areas where we had previously told the provider they should improve. We said they should:

- Consider ways to improve cervical screening and childhood immunisation uptake. Further develop quality improvement including clinical audit to drive improvement in patient outcomes.
- Continue to improve Quality and Outcomes Framework performance particularly for long-term conditions and reduce exception reporting.
- Establish an active patient participation group.

How we carried out the inspection/review

This was a desktop inspection, meaning due to the nature of the concerns we were following up on, a site visit was not necessary. Instead we:

- Requested evidence from the provider.
- Spoke with the provider by telephone.

Our findings

Overall summary

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.

We found that:

- Patients received effective care and treatment that met their needs. However, the practice's performance for childhood immunisations and cervical screening remained below national targets.
- The provider was involved in quality improvement activity, including clinical audit.
- Quality and Outcomes Framework performance for 202/21 was not available due to modifications made by NHS England and Improvement for 2020/21, due to the impact of the COVID-19 pandemic. However, the provider had taken steps to ensure patients were monitored appropriately.
- There was a patient participation group in place, however regular meetings were yet to take place. The provider told us the practice had lost several members of their Patient Participation Group in previous years for a variety of reasons. They told us PPG meetings had been suspended during the COVID-19 pandemic in order to focus on clinical priorities. However at the time of this inspection the PPG consisted of four members and they were actively recruiting a new chair.

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

- Continue taking steps to improve up take of cervical screening and childhood immunisations.
- Continue to improve Quality and Outcomes Framework performance particularly for long-term conditions.
- Implement plans to increase and improve the activity of the patient participation group.

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

This inspection was carried out by a CQC inspector who spoke with the provider by telephone and reviewed information we held about the service. The inspector also reviewed information provided by the provider, at our request.

Background to The Boileau Road Surgery

The Boileau Road Surgery is located at 104 Boileau Road in the London borough of Ealing. 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, family planning, surgical procedures and treatment of disease, disorder or injury.

The Boileau Road Surgery is situated within the Ealing Clinical Commissioning Group (CCG) and provides services to 3,782 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 partnership consisting of a principal female GP, two salaried GPs (one male and one female, a part time nurse, a part time healthcare assistant, two practice managers and several administration staff. The practice is part of a wider network of GP practices and a GP federation. The practice is currently a training practice for Foundation Year 2 (FY2) doctors.

There are higher than average number of patients under the age of 65 and fewer patients aged over 65 than the national average. The National General Practice Profile states that 48% of the practice population is from a White background, 32% of the population from an Asian background with a further 20% 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 81 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.