

Bath Road Surgery

Inspection report

134 Bath Road
Hounslow
TW3 3ET
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www.bathroadsurgery.co.uk

Date of inspection visit: 20 April 2023
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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced, comprehensive inspection at Bath Road Surgery from 18-20 April 2023. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

The practice partnership was newly registered in December 2021. This inspection was the first inspection following the change in registration. At this inspection, we covered all key questions:

- Are services safe?
- Are services effective?
- Are services caring?
- Are services responsive?
- Are services well-led?

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting partner, managerial and staff interviews using video conferencing.
- Completing a standardised set of clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting documentary evidence from the provider.
- A short site visit.

Our findings

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 found that:

Overall summary

- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The way the practice was led promoted the delivery of high-quality, person-centre care.

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

- Implement an anonymous system for staff to raise to concerns to ensure the process of reviewing staff feedback is comprehensive.
- Take further action to improve the cervical screening uptake rate to meet the national target.

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 Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Bath Road Surgery

Bath Road Surgery is located in Hounslow, West London at:

134 Bath Road

London

TW3 3ET

The practice is part of the Hounslow Health Primary Care Network and the North West London Integrated Commissioning Board.

The practice provides NHS primary medical services to around 15000 patients through a General Medical Services contract from a purpose-built health centre. Consultation rooms are located on the ground floor. Another, separate GP practice is also co-located in the centre.

The practice is led by two GP partners supported by 2 salaried GPs and 4 physician associates. Patients have the choice of a male or female GP. The practice employs a practice nurse, a health care assistant; 3 clinical pharmacists and a pharmacy technician. The practice also employs a practice manager and administrative and reception staff and has access to associated staff provided through the local primary care network, for example, a social prescriber.

The practice opening times are between 8am-6.30pm during the week and on Saturday morning (pre-booked appointments). Patients can access local primary care services provided through the primary care network on evenings and weekends and there is a contracted out-of-hours primary care service for urgent primary medical care.

The practice population is younger in profile (with a relatively high percentage of working age adults) than the English average with a lower proportion of older patients. The population is ethnically diverse with a majority of patients being of South Asian heritage.

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