

Dr RP Aurora's Practice

Inspection report

1 Oxford Drive
Eastcote
Ruislip
Middlesex
HA4 9EY
Tel: 020 8866 3430
Website: -

Date of inspection visit: 12 February 2019
Date of publication: 04/04/2019

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 announced comprehensive inspection at Dr RP Aurora's Practice, also known as Oxford Drive Medical Centre, on 12 February 2019 as part of our inspection programme.

At the last inspection on 25 November 2015 we rated the practice as good overall and good for all population groups.

At this inspection we have rated the practice as good overall and good for all population groups.

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:

- 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.
- The practice organised and delivered services to meet patients' needs. Patients could 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:**

- Implement training for reception staff to assist them in identifying a deteriorating or acutely unwell patient.
- Improve the monitoring and security of blank prescriptions stored in consulting rooms.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

Older people	Good	
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	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist advisor.

Background to Dr RP Aurora's Practice

Dr RP Aurora's Practice, also known as Oxford Drive Medical Centre, is located at 1 Oxford Drive, Eastcote, Ruislip, HA4 9EY.

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

Dr RP Aurora's Practice is situated within Hillingdon Clinical Commissioning Group (CCG) and provides services to 6,100 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 registered as a partnership. The practice staff comprise of three GP partners (one male and two

female), two practice nurses (female), a health care assistant (female), a practice manager, and a team of reception / administrative staff. The practice is a training practice and currently has four GP registrars and a foundation year two doctor working within the practice.

The age range of patients is similar to local and national averages. The National General Practice Profile states that 13% of the practice population is from an Asian background with a further 8% of the population 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 ten, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.