

North Hyde

Inspection report

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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at North Hyde on 4 November 2019 as part of our inspection programme.

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 have rated this practice as good overall and good for all population groups, with the exception of families, children and young people, which is rated as requires improvement.

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.
- There was a strong focus on continuous learning and improvement at all levels of the organisation. For example, development of clinical and non-clinical staff, participation in the latent TB screening project, ongoing clinical audits, providing training placements for medical students and awarded the Teaching Excellence Award at the Annual Teachers Conference based on the feedback from medical students.

We saw areas of outstanding practice including:

- The practice was involved in a programme to screen patients who may have latent Tuberculosis (TB). (Latent TB is where bacteria are asleep in a person's body, but can awaken in the future. If latent TB is detected it can be treated with appropriate medicines). Patients at risk were invited to attend to complete a screening form and

blood test. The practice had screened over 450 patients in the last two years and identified 44 patients as having latent TB and they had received the treatment for eradication. They had identified two patients with possible active TB through this testing.

- The practice had developed a video on the social media platform in collaboration with the medical students to encourage the cervical screening uptake. The link of this video was shared with the patients via text messages. On the day of the inspection, the practice informed us that 77% of patients had attended the cervical screening test appointment. However, it was not possible to verify this data because the Public Health England recent data was not published.

We rated all population groups as **good** for providing responsive services. We rated all population groups as **good** for providing effective services, with the exception of families, children and young people, which is rated as **requires improvement**, because of low childhood immunisations rates.

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

- Review and update the safeguarding lead details in safeguarding policies and review training arrangements in relation to safeguarding children, sepsis awareness and dementia awareness.
- Review and update the fire evacuation plan.
- Review recruitment procedures in place to ensure checks are undertaken as required.
- Continue to encourage and monitor the childhood immunisation, cervical and bowel cancer screening uptake.
- Consider a response to complaints includes information of the complainant's right to escalate the complaint to the Ombudsman if dissatisfied with the response.

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	Good	
People with long-term conditions	Good	
Families, children and young people	Requires improvement	
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 and a practice nurse specialist advisor.

Background to North Hyde

North Hyde practice is located in the Hayes area and is part of the Hillingdon Clinical Commissioning Group (CCG). The practice is part of the Primary Care Network (PCN) since July 2019.

The practice is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice provides NHS services through a General Medical Services (GMS) contract to 3,710 patients. This is a contract between general practices and NHS England for delivering services to the local community.

There are two GP partners and six salaried GPs. Three GPs are male and two are female, who work a total of 13 GP clinical sessions per week on average. The practice employs two practice nurses and a health care assistant. The practice manager is supported by a team of administrative and reception staff.

This is a teaching practice and has hosted medical students for the first time in 2018 and they are awarded the Teaching Excellence Award at the Annual Teachers Conference based on the feedback from medical students.

Out of hours (OOH) service is provided by Care UK.

The practice population of patients aged under 18 years old are higher than the national average and patients aged above 65 years old are lower than the national average.

Ethnicity based on demographics collected in the 2011 census shows the patient population is ethnically diverse and 69% of the population is composed of patients with an Asian, Black, mixed or other non-white backgrounds.

Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.