

# Southcote Clinic

## Inspection report

Southcote Rise  
Ruislip  
HA4 7LJ  
Tel: 01895679800  
[www.southcoteclinic.co.uk](http://www.southcoteclinic.co.uk)

Date of inspection visit: 30 November 2023  
Date of publication: 27/02/2024

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 Southcote Clinic on 30 November 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 14 January 2016, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Southcote Clinic on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. We reviewed all key questions as part of this inspection.

## 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 staff interviews using video conferencing.
- Completing 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 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:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

# Overall summary

- 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 and managed promoted the delivery of high-quality, person-centre care.

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

- Take action to audit the prescribing practice for non-medical prescribers.
- Improve the system for monitoring medical supplies to ensure supplies are in date.
- Improve the system for monitoring historic safety alerts.

**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 Southcote Clinic

Southcote Clinic is located in Ruislip, West London at:

Southcote Rise

Ruislip

HA4 7LJ

The provider is registered with CQC to deliver the following Regulated Activities; Diagnostic and screening procedures, Maternity and midwifery services, Surgical procedures and Treatment of disease, disorder or injury.

The practice is situated within the London Borough of Hillingdon and is part of the North West London Integrated Care System (ICS). The practice delivers General Medical Services (GMS) to a patient population of about 5,200. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as Celandine and Metrocare Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the 10th 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 83% White, 10% Asian, 2% Black, 4% Mixed, and 1% Other.

The practice is led by two GP partners (male). The partners are supported by a GP retainer (on leave at the time of inspection), an advanced clinical practitioner, a practice nurse, a health care assistant, a phlebotomist, a practice manager, a finance manager and a small team of reception/administration staff. The practice is a training practice and has GP registrars working within the practice.

The practice doors are open between 8am to 6.30pm Monday to Friday. The phone lines are open from 8am to 1pm and 2pm to 6.30pm Monday to Friday. The phones are lines are diverted to an out of hours provider between 1pm to 2pm on weekdays, and when the practice is closed.

The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally at hub locations, where late evening and weekend appointments are available.