

Southfield Medical Centre - Bhatt

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 Southfield Medical Centre-Bhatt , also known as Chiswick Family Practice on 06 June 2019 as part of our inspection programme. The practice was inspected in February 2016 and was rated Good.

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.

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.

The provider **should**:

- Consider formalising the succession plan once they have recruited salaried GPs as required.

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	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 Southfield Medical Centre - Bhatt

Southfield Medical Centre - Bhatt also known as Chiswick Family Practice is located in the London Borough of Ealing and provides a general practice service to around 4600 patients from a converted building. The practice is registered as a partnership with the Care Quality Commission (CQC) to provide the regulated activities of: treatment of disease, disorder or injury; surgical procedures; diagnostic and screening procedures; family planning services; and maternity and midwifery services at one location.

The practice serves a young transient population with the number of patients in the 25-44 age range above the England average. There are a high number of young patients and children under the age of 20 which is also above the England average. Information published by

Public Health England, rates the level of deprivation within the practice population group as sixth, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has two GP partners and one salaried GPs working a total of twenty sessions amongst them. The other GP partner was due to retire at the time of the inspection. The rest of the practice team consists of a part time practice manager, one part time practice nurse, two health care assistants and six administrative staff consisting of medical secretaries, reception staff, clerks and typist.

The practice is currently open five days a week from 07:30- 20:30hrs on Mondays and form 08:00- 18:30 on Tuesdays through to Fridays. When the practice is closed, the telephone answering service directs patients to contact the out of hours provider.