

Hampton Hill Medical Centre

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 well-led?

Good 

Overall summary

We carried out an announced desk based, focussed inspection on 24 August 2020 at Hampton Hill Medical Centre as a follow up of our inspection carried out in November 2019. We are mindful of the impact of COVID-19 pandemic on our regulatory function. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

At the inspection carried out in November 2019 we rated the service as good overall and as requires improvement in Well Led because we identified one regulation 17 breach (Governance). This was because we found that several staff had not completed essential training. We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected from what the provider sent us
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

Following this inspection we have rated the Well Led key question as good. The ratings for the other key questions remained good and the practice remained rated good overall for all population groups.

We rated this service as good for being Well Led because all staff had completed their mandatory training. During the inspection period there were three members of staff who had gaps in their training, but this was resolved within this period.

The area where the provider **should** make an improvement:

- All staff should have completed all necessary or relevant training.
- All training records and documents should be updated and maintained.

Dr Rosie Benneyworth BM BS BMedSci MRCGP Chief Inspector of Primary Medical Services and Integrated Care.

Please refer to the detailed report and the evidence tables for further information.

Our inspection team

This desk-based inspection was carried out by one inspector.

Background to Hampton Hill Medical Centre

Hampton Medical Centre provides primary medical services in Hampton to approximately 8,500 patients and is part of Richmond Clinical Commissioning Group (CCG). The practice population is in the second least deprived decile in England. The age distribution of the practice population is largely in line with local averages. Of patients registered with the practice, the largest group by ethnicity are white (86%), followed by Asian (8%), mixed (3%), black (2%) and other non-white ethnic groups (1%). The practice operates from premises which have been altered and extended several times. The practice is a short walk from Hampton train station and car parking is available on the surrounding streets. All patient facilities are on the second floor. The practice has nine doctors' consultation rooms and three nurse consultation rooms. The practice team at the surgery is made up of two female GPs who are Partners, one male and one female full time GP. There are also two locum GPs.

The practice has one female nurse, two female nurse practitioners, one nurse in training and a female health care assistant. The practice team also consist of a practice manager, assistant practice manager and twelve reception/administrative staff. The practice operates under a General Medical Services (GMS) contract and is signed up to a number of local and national enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract). The practice is open between 7.30am and 6.30pm Monday to Friday. Appointments are from 8.30am to 1pm every morning, and 2pm to 6pm every afternoon. Patients can also access appointments via the CCG seven-day opening Hub, which offers appointments from 8am until 8pm every day, including weekends. When the practice is closed patients are directed to contact the local out of hours service. The practice is registered as a partnership with the Care Quality Commission to provide the regulated activities.