

Heathrow Medical Centre

Inspection report

1 St Peters Way
Harlington
Hayes
Middlesex
UB3 5AB

Tel: 0208 754 1555

www.heathrowmedicalcentre.co.uk

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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 Heathrow Medical Centre on 10 January 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 across all population groups.

We found that:

- Although there were systems in place to manage risk, the arrangements in place for prescription safety required monitoring.
- Patients received effective care and treatment that met their needs.
- The practice had a comprehensive schedule of quality improvement activity. They shared good practice with other practices and external partners.
- Improvements were made to the quality of care as a result of complaints and concerns.

- 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 areas where the provider **should** make improvements as they are:

- Monitor that all relevant staff have received the appropriate safeguarding training relevant to their role.
- Monitor that the fire risk assessment recommendations are carried out.
- Take action to monitor prescription safety.
- Monitor that staff mandatory training records are kept up to date.
- Remind staff of the business continuity plan.
- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Consider installing a hearing loop.
- Continue to monitor and improve access to appointments.

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 and a practice manager specialist advisor.

Background to Heathrow Medical Centre

Heathrow Medical Centre is located at 1 St Peters Way, Harlington, Hayes, UB3 5AB. The practice operates from a converted two storey detached house owned and managed by the GP partners. The practice has three consultation rooms and a recent extension of four additional clinical rooms. The practice also has a reception and waiting area on the ground floor with administration offices on the first floor. There is wheelchair access to the entrance of the building and disabled toilet facilities. There are no public car parking facilities on site but cars can be parked in the surrounding residential areas. Car parking for disabled badge holders is available in the resident holder bays outside the practice. There are good transport links by a bus service.

The practice lies within the administrative boundaries of NHS Hillingdon Clinical Commissioning Group (CCG) and is a member of the Hillingdon Primary Care Confederation in the Hayes and Harlington locality. 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.

The practice provides primary medical services to approximately 6,000 patients living in Hayes. The patient

list size had increased in May 2015 due to the practice merging with another GP surgery in the local area. The practice holds a General Medical Services contract and Directed Enhanced Services contracts.

The National General Practice Profile states that 73% of the practice population is from an Asian background with a further 27% of the population originating white backgrounds. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 79 years compared to the national average of 80 years. Female life expectancy is 83 years compared to the national average of 85 years. The practice population is ethnically diverse and has a higher than the national average number of patients below 18 years of age and a lower than the national average number of patients from 75 years of age.

The practice team comprises of one male and one female GP partner and one male and one female regular locum GPs, who all collectively work a total of 20 clinical sessions per week. They are supported by a practice nurse who works 37 hours a week and one health care assistant. Also employed are one business manager, a practice manager, 10 receptionists/administrators and a cleaner.

The opening hours are 8.30am to 6.30pm Monday to Friday. Consultation times in the morning are from 9.00am to 12.30pm and in the afternoon from 2.00pm to 6.00pm Monday to Friday. Extended hour pre-bookable appointments are offered from 6.30pm to 7.30pm Monday, Thursday and Friday. Pre-bookable routine appointments can be booked up to two weeks in advance. The out of hours services is provided by an

alternative provider. The details of the out-of-hours service are communicated in a recorded message accessed by calling the practice when it is closed and on the practice leaflet and website.

The practice provides a wide range of services which include chronic disease management, child health surveillance, smoking cessation, cervical screening, phlebotomy, family planning and flu immunisations.