

Heathrow Medical Centre

Inspection report

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Hayes
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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 responsive to people's needs?

Good



Overall summary

We undertook a targeted assessment of the responsive key question at Heathrow Medical Centre. The rating for the responsive key question is Good. As the other key questions were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain Good.

Safe - not inspected, rating of good carried forward from previous inspection

Effective - not inspected, rating of good carried forward from previous inspection

Caring - not inspected, rating of good carried forward from previous inspection

Responsive – good.

Well-led - not inspected, rating of good carried forward from previous inspection

Following our previous inspection on 10 January 2019 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 Heathrow Medical Centre on our website at www.cqc.org.uk

Why we carried out this assessment

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the assessment

This assessment was carried out without a site visit

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

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

Overall summary

- information from the provider, patients, the public and other organisations.

We found that:

- The practice analysed and responded to the needs of the local population.
- Patients could access care and treatment in a timely way.
- The practice had responded to GP patient survey results in an attempt to further improve access for patients.

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.

Background to Heathrow Medical Centre

Heathrow Medical Centre is located at: 1 St Peters Way, Harlington, Hayes, Middlesex, UB3 5AB.

The provider is registered with CQC to deliver the regulated activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures, and treatment of disease, disorder or injury

The practice is situated within the North West London Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 5,930. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices: Long Lane First Care Group Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth lowest decile (5 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 45.4% Asian, 33.4% White, 9.4% Black, 8.1% Other, and 3.8% Mixed.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of 2 GPs. The practice has 1 nurse who provides nurse led clinics for long-term conditions. The GPs are supported at the practice by a team of reception and administration staff. The practice manager and assistant practice manager provide managerial oversight.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the PCN, where late evening and weekend appointments are available. Out of hours services are accessed via NHS 111.