

Acton Lane Medical Centre

Inspection report

253 Acton Lane
London
W4 5DG
Tel: 020 8995 5706

Date of inspection visit: 18 February 2020
Date of publication: 14/04/2020

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 Acton Lane Medical Centre on 18 February 2020 as part of our inspection programme. This inspection looked at the following key questions:

- Is the service safe?
- Is the service effective?
- Is the service caring?
- Is the service responsive?
- Is the service well-led?

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.

We have rated this practice as **good** for providing safe, effective, caring, responsive and well-led services. 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-centred care.

We also rated the practice as **good** for providing services for all population groups.

The areas where the provider **should** make improvements are:

- Tailor any risk assessment to the specific circumstances of the practice to ensure the agreed outcomes are reliable and safe.
- Incorporate and document advance care planning in relevant care plans or patients' preferences should they not wish to discuss this.

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 inspector. The team included a GP specialist advisor.

Background to Acton Lane Medical Centre

Acton Lane Medical Centre provides NHS primary medical services in the South Acton and Chiswick areas of West London from one site. The surgery is located within the Ealing Clinical Commissioning Group area and is part of a local primary care network of GP practices. The surgery has good transport links and there is a pharmacy located nearby.

Acton Lane Medical Centre provides primary care services to over 1,800 patients through a general medical services (GMS) contract. The service is open from 8am to 6.30pm from Monday to Friday.

The practice changed its ownership arrangement in February 2019, becoming a partnership between two GPs. (It had previously been provided by an individual GP who remains as one of the partners). Both GP partners provide clinical sessions. The practice also employs two regular

sessional GPs, a practice nurse, a health care assistant, a practice manager and administrative and reception staff. The practice offers placements to undergraduate medical students.

The practice population has a relatively high proportion of adults under 45 and relatively few children and patients aged over 65. Income deprivation levels are in line with the English average. Life expectancy for both men and women is slightly above average. The local population is ethnically diverse with around one third originating from black and minority ethnic groups. The practice staff can speak a range of languages.

The provider is a partnership of two GPs which registered with CQC in February 2019. 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.