

Lynwood Surgery

Inspection report

9 Lynwood Road
London
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www.nhs.uk/Services/GP/Overview

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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 Lynwood Surgery on 12 February 2019 as part of our inspection programme.

At the last inspection in October 2017 we rated the practice as requires improvement overall.

At this inspection we have rated this practice as good overall.

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 rated the practice as **Good** for providing safe, effective, caring, responsive and well-led services because:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- Staff dealt with patients with kindness and respect. Feedback from patients we spoke with and CQC comment cards stated staff involved and treated patients with compassion, kindness, dignity and

respect. Although, results from the national GP patient survey showed some patients reported low satisfaction with consultations. The practice had reviewed this feedback and acted on it.

- Complaints were listened and responded to and used to improve the quality of care.
- The practice organised and delivered services to meet patients' needs. Although, results from the national GP patient survey showed some patients reported low satisfaction with appointments. The practice had reviewed this feedback and acted on it.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The provider **should**:

- Continue to improve cervical screening and childhood immunisation uptake to bring in line with recognised targets.
- Continue to improve patient satisfaction with consultations and appointments access.

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	Requires improvement	
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 Lynwood Surgery

Lynwood Surgery is in Hanger Lane in the London Borough of Ealing. The practice provides care to approximately 2368 patients. According to the practice the majority of their patients are from mixed population of Asian/Middle eastern and European background.

The practice also has a high number of asylum seekers. The practice area is rated in the fifth less deprived decile of the Index of Multiple Deprivation (IMD). People living in more deprived areas tend to have a greater need for health services.

The practice is registered as a sole provider with the Care Quality Commission (CQC) to provide the regulated activities of: treatment of disease, disorder or injury; diagnostic and screening procedures; family planning services and maternity and midwifery services.

The practice has a General Medical Services (GMS) contract (this is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract) and provides

a range of essential, additional and enhanced services including maternity services, child and adult immunisations, family planning and sexual health services.

The practice has one male principal GP working a total of three sessions and employs two female long-term locum GPs working two and four sessions respectively, giving a total of nine sessions. The rest of the practice team consists of one-part time practice nurse, a part time health care assistant and three administrative staff, a medical secretary and reception staff and a part time practice manager who works across two other sites that are owned by the principal GP.

The practice was currently open five days a week from 8am-6pm on Mondays, Tuesday, Thursday and Fridays. On Wednesdays the practice closed at 1pm. Consultation times were 9pm until 1pm and 3pm until 6pm. When the practice is closed, the telephone answering service directs patients to contact the out of hour's provider. The details of the out-of-hours service were communicated in a recorded message accessed by calling the practice when it is closed.