

# Eastmead Avenue Surgery

## Inspection report

The Surgery  
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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?	Requires improvement 
Are services caring?	Good 
Are services responsive?	Good 
Are services well-led?	Good 

# Overall summary

We decided to undertake a focused inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Are services effective?
- Are services responsive to people's needs?
- Are services well-led?

We based our judgement of the quality of care at this service is 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.

Because of the assurance received from our review of information we carried forward the rating for the following key questions: Is the service safe? and Is the service caring? The practice is rated as **Good** for both of these key questions.

## We have rated this practice as good overall.

We rated the practice as **good** for providing responsive and well-led services. This was because:

- 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.

The practice was also rated as **good** for the following population groups: older people and, people whose circumstances may make them vulnerable.

We rated the practice as **requires improvement** for providing effective services because:

- The practice's published performance for the management of some longer-term conditions such as asthma was below average.

- The practice was also below target for childhood immunisations and cervical screening.
- The practice had taken some actions to improve in these areas but could not yet demonstrate a positive impact.

These findings were particularly related to the following population groups: people with long-term conditions; families, children and young people; working age people; and people experiencing poor mental health. These population groups were also rated as **requires improvement**.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

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

- Document, share and review actions arising from clinical meetings in a timely way.
- Implement an effective version control system for all policies and processes.
- Implement consistent criteria for incident reporting and ensure all relevant incidents are captured for review.
- Take action to improve childhood immunisation and cervical screening uptake rates.

## 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	Requires improvement	
Families, children and young people	Requires improvement	
Working age people (including those recently retired and students)	Requires improvement	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Requires improvement	

## Our inspection team

Our inspection team was led by a CQC inspector. The team included a GP specialist advisor.

## Background to Eastmead Avenue Surgery

Eastmead Avenue Surgery provides care to around 6000 patients in the local area. The practice is part of the NHS Ealing Clinical Commissioning Group (CCG) which is made up of 80 GP practices.

The practice team comprises four GP partners (part-time), a practice manager, two practice nurses, healthcare assistant and a team of reception and administration staff. The practice is a GP training practice with one GP registrars. Patients can choose to see a male or female GP. Patients are referred to the NHS 111 service and a contracted provider for out-of-hours care. Patients also have access to extended access primary care 'hub' clinics in Ealing during weekday evenings and at the weekend.

The practice serves a young population group with the proportion of patients under the age of 40 above the England average. Forty percent of patients are from black and minority ethnic communities.

The service is registered with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder and injury, surgical procedures, family planning and maternity and midwifery services.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>How the regulation was not being met</b></p> <p>The registered person had systems or processes in place that operated ineffectively in that they failed to enable the registered person to assess, monitor and improve the quality and safety of the services being provided. In particular:</p> <p>The follow-up system to improve quality outcomes for patients was ineffective, in particular, in relation to childhood immunisations; cervical smear coverage; patients diagnosed with asthma and patients with serious mental health problems.</p> <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>