

Greenford Avenue Family Health Practice

Inspection report


322 Greenford Avenue
London
W7 3AH
Tel: 02085781880

Date of inspection visit: 23 November 2023
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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	
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Are services safe?	Good	
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Are services effective?	Good	
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Are services caring?	Good	
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Are services responsive to people's needs?	Good	
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Are services well-led?	Good	
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Overall summary

We carried out an announced comprehensive inspection at Greenford Avenue Family Health Practice on 20 November 2023. Overall, the practice is rated as good.

Safe – Good.

Effective - Good.

Caring – Good.

Responsive – Good.

Well-led – Good.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Greenford Avenue Family Health Practice on our website at www.cqc.org.uk

Why we carried out this inspection.

We carried out this inspection in line with our inspection priorities.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

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

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.

Overall summary

- 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-centre care.

Whilst we found no breaches of regulations, the provider **should**:

- Take action to improve childhood immunisations and cervical cancer screening uptake.

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 and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Greenford Avenue Family Health Practice

Greenford Avenue Family Health Practice is located Hanwell, West London.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

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 5,300. This is part of a contract held with NHS England.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fourth lowest decile (4 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 50.3% White, 18.7% Asian, 14.5% Black, 9.2% Other, and 7.2% Mixed.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

The practice consists of one clinical GP partner who is supported by a salaried GP and 3 locum GPs. Clinical oversight is also provided by a nursing manager/advanced clinical practitioner who is supported by 2 practice nurses, a locum practice nurse and a locum advanced clinical practitioner. The practice manager is supported by a team of administrators and receptionists. Additional support is provided through their Primary Care Network with the assistance of 2 pharmacists, a physiotherapists and an independent prescriber.

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 Elmbank Surgery, where late evening and weekend appointments are available.