

HMC Health Hounslow

Inspection report

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www.hmchealthhounslow.co.uk

Date of inspection visit: 15 October 2019

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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 HMC Hounslow on 05/03/2019. The overall rating for the practice was Requires Improvement. The full comprehensive report on the inspection can be found by selecting the 'all reports' link for HMC Hounslow on our website at www.cqc.org.uk.

This inspection, on 15/10/2019, was an announced comprehensive inspection to confirm that the practice had carried out their plan to meet the requirements that we identified in our previous inspection on HMC Health Hounslow. This report covers our findings in relation to those requirements and any improvements made since our last inspection. The practice is now rated as Good overall.

This inspection focused on the following key questions:

Are services safe?

Are services effective?

Are services caring?

Are services responsive?

Are services 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 and good for all population groups.

We found that:

- The service had made changes to ensure care and treatment was provided in a safe way to patients.
- The service had established effective systems and processes to ensure good governance in accordance with the fundamental standards of care in response to our previous inspection.

- The service had ensured specified information was available regarding each person employed.
- The service had appropriate standards of cleanliness and hygiene.
- The service had adequate systems to assess, monitor and manage risks to patient safety.
- The service organised and delivered services to meet patients' needs.
- The service listened to complaints and used them to improve the quality of care.
- The service involved the public, staff and external partners to sustain care standards. This included an active patient participation group.

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

- Continue to monitor patient feedback in relation to telephone access issues being experienced.
- Continue to improve the identification of carers to enable this group of patients to access the care and support they need.
- Improve uptake of cervical screening at the practice.
- Consider sepsis awareness refresher training for non-clinical staff.
- Follow up failsafe processes for some high-risk medicines.
- Ensure recruitment documents are up-to-date for all staff.
- Consider additional internal thermometers for vaccine fridges in line with current guidance.

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)	Requires improvement 
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 Care Quality Commission (CQC) inspector and included a CQC Inspection manager, a GP specialist advisor and practice manager Specialist advisor.

Background to HMC Health Hounslow

HMC Health Hounslow is situated in Hounslow Clinical Commissioning Group (CCG) and provides services to approximately 18,000 patients under the terms of an alternative provider medical services (APMS) contract.

This is a contract between general practices and NHS England for delivering services to the local community. HMC Health Hounslow were awarded the APMS contract with a start date of 1 October 2018, from which they took over all management of the existing practice from the

previous provider.

HMC Health Hounslow is located within the Hounslow local authority and is one of 45 practices serving the NHS Hounslow CCG area. The practice has two GP partners, one male and one female. There are seven salaried GPs, two advanced nurse practitioners, three practice nurses,

two healthcare assistants, one phlebotomist, three pharmacists, a business manager, a practice manager and a large team of receptionists and administration staff. This information has been sourced from the provider's website.

HMC Health Hounslow operates Monday to Saturday 8am– 8pm. On Sundays, it operates 8am – 4pm. The practice also conducts home visits and are associated with a GP Hub for out of hours care.

The predominant age range of the practice population is between 15-44 years old. There is also a lower practice population of over 65's in comparison to the Clinical commissioning group average. The practice serves a large Asian community making up 57.6% of their practice population.