HMC Health Bedfont

Inspection report

Imperial Road
Feltham
TW14 8AG
Tel: 02088902245
www.websiteInprogressspokeon08102019.co.uk

Date of inspection visit: 21, 22 and 23 September 2021
Date of publication: 21/10/2021

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?	Requires Improvement
Are services effective?	Good
Are services caring?	Good
Are services responsive to people's needs?	Good
Are services well-led?	Good

Overall summary

We carried out an announced inspection at HMC Health Bedfont on 21, 22 and 23 September 2021. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Requires improvement

Effective - Good

Well-led - Good

Following our previous inspection on 20 January 2020, the practice was rated Requires Improvement overall and for providing safe and effective services. The practice was rated Good for caring, responsive and well-led key questions:

The full reports for previous inspections can be found by selecting the 'all reports' link for HMC Health Bedfont on our website at www.cqc.org.uk.

Why we carried out this inspection

This inspection was a focused inspection to follow up on breaches of Regulation 12 Safe care and treatment and Regulation 18 Staffing.

At this inspection we covered the following key questions:

- Are services safe?
- Are services effective?
- Are services well-led?

How we carried out the inspection

Throughout the pandemic, CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

Overall summary

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, with the exception of working age people (including those recently retired and students), which is rated as requires improvement. We rated the practice as requires improvement for providing safe services.

We found that:

- The practice had demonstrated improvements in governance arrangements compared to the previous inspection.
- The practice had a system in place to manage safety alerts, however it did not work effectively as we found some safety alerts were not actioned as required to ensure the safe care and treatment of patients.
- We found the prescription box for uncollected prescriptions was not monitored effectively.
- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

We found a breach of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.

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

- Take action to ensure the prescription box for uncollected prescriptions is monitored regularly and staff members understand their responsibilities to take appropriate steps as and when required.
- Continue to encourage and monitor cervical cancer screening and childhood immunisation uptake.
- Continue to make efforts to establish the patient participation group (PPG).

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 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 HMC Health Bedfont

HMC Health Bedfont is a GP practice located in the Feltham area in West London at:

Imperial Road,

Feltham,

TW14 8AG

We visited this location as part of this inspection activity.

The practice is located in portable cabins. The practice is fully accessible.

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

The practice is situated within the Hounslow Clinical Commissioning Group (CCG) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 5,500. This is part of a contract held with NHS England.

The practice is part of the Feltham Primary Care Network (PCN).

The practice population of patients aged between 0 to 18 years old is higher than the national average and there is a lower number of patients aged above 65 years old compared to the national average.

Ethnicity based on demographics collected in the 2011 census shows the patient population is ethnically diverse and 35% of the population is composed of patients with an Asian, Black, mixed or other non-white backgrounds.

Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.

There are three salaried GPs and a long-term locum GP. Two GPs are female and two male. The practice employs a practice nurse, a clinical pharmacist and a health care assistant (also a phlebotomist). The partners are supported by the operations manager, a business manager, a support manager and a team of administrative and reception staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided at local hubs, where late evening and weekend appointments are available. Out of hours services are provided by Care UK.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment **How the regulation was not being met:** The provider had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular, we found: • The practice had a system in place to manage safety alerts but it did not work effectively as we found some safety alerts were not actioned as required to ensure the safe care and treatment of patients. This was in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.