

# 70 Norwood Road

## Inspection report

70 Norwood Road  
Southall  
UB2 4EY  
Tel: 02085712182

Date of inspection visit: 20 October 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** 

Are services safe?

**Good** 

Are services effective?

**Good** 

Are services caring?

**Good** 

Are services responsive to people's needs?

**Requires Improvement** 

Are services well-led?

**Good** 

# Overall summary

We carried out an announced inspection at 70 Norwood Road from 17-20 October 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring – good

Responsive – requires improvement

Well-led - good

Following our previous comprehensive inspection which took place on 8 January 2015 the practice was rated good overall and for all key questions. The full reports for previous inspections can be found by selecting the ‘all reports’ link for 70 Norwood Road on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. This inspection was a comprehensive inspection including all key questions.

## 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.

# Overall summary

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had focused on improving access to the service as levels of demand remained high at the time of the inspection. Patient survey feedback about access was in line with the national average.
- 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**:

- Assure itself that it is prescribing non-steroidal anti-inflammatory medicines, antiplatelet therapy and anticoagulants to older patients in line with national guidelines.
- Review its systems for managing test results to ensure these are clearly understood and do not increase the risk of delay.
- Take action to improve patient experience in relation to access to the service.
- Record verbal complaints and any associated action taken to ensure that learning is identified and good practice shared with the wider team.

**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 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 70 Norwood Road

70 Norwood Road provides GP primary medical services to approximately 9,500 patients at

70 Norwood Road

Southall

London

UB2 4EY

The surgery is a branch practice of The Southall Medical Centre which also provides services from its main site at 223 Lady Margaret Road, Southall, Middlesex UB1 2PT. Patients can attend either site.

The practice is located within the NHS North West London Integrated Care Board and is part of the South Southall Primary Care Network.

The practice team is led by 2 GP partners (male and female). The practice additionally employs sessional GPs, a practice nurse, phlebotomist, practice manager, secretary and receptionists across both sites. It also has attached staff including a mental health practitioner, a physiotherapist, a paramedic and clinical pharmacists who are funded by the primary care network.

The branch surgery opens from 8am until 6.30pm Monday to Friday. Evening and weekend appointments are also available at local extended primary care hubs with the main site acting as a hub site once a month. Pre-bookable and emergency appointments are available. The practice can offer telephone or face-to-face consultations as appropriate and appointments can be booked through an 'e-consult' system, by telephone or in person.

Patients can access an out of hours service through the NHS 111 service if they need urgent advice or treatment when the practice is closed.

The practice population of the main and branch sites is ethnically and culturally diverse with 62% of patients identifying as Asian, 15% white and 9% black according to the most recently published data. The population experiences somewhat higher than average levels of income deprivation and falls in the 4th decile of deprivation with lower deciles being more deprived. The population is characterised by a higher than average proportion of people of working age and a lower than average proportion of older people. The practice has more male than female patients. The prevalence of most long-term conditions in the practice population is lower than the national average with the exception of diabetes mellitus which has a high prevalence of 11.7%.

The branch surgery at 70 Norwood Road is registered with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures; maternity and midwifery services; surgical procedures and treatment of disease, disorder and injury.