

Waterside Medical Centre

Inspection report

Tyler Road
Southall
UB2 4XQ
Tel: 02085744454
www.watersidemedical.co.uk/

Date of inspection visit: 11 November 2021
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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?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Waterside Medical Centre on 11 November 2021. Overall, the practice is rated as good.

Set out the ratings for each key question

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Why we carried out this inspection

We carried out a comprehensive inspection of Waterside Medical Centre as a newly registered service.

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

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

Overall summary

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.
- 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.

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

- Act to achieve the 95% WHO based target for childhood immunisations.
- Act to achieve the cervical cancer screening 80% national programme coverage measure set by Public Health England.
- Act to further improve the management of patients with a long-term condition.
- Act to further develop quality improvement activity including clinical audit.

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

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 Waterside Medical Centre

Waterside Medical Centre is located in Southall at:

Tyler Road

Southall

Middlesex

UB2 4XQ

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 family planning.

The practice is situated within the NHS North West London Clinical Commissioning Group (CCG) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 4,888. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called the South Southall Primary Care Network which consists of nine GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three 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 60% Asian, 16% White, 15% Black, 3% Mixed, and 6% Other.

There is a higher than average prevalence of diabetes in the patient population which is 12.3% compared to the England average of 7.1%.

There is a clinical team consisting of two salaried GPs, a nurse prescriber, two clinical pharmacist independent prescribers and a healthcare assistant. The clinical team is supported at the practice by a team of reception/administration staff. There is a practice manager and a business manager who provide managerial oversight. The practice provides teaching and training to GP registrars. There is in addition a social prescriber and a clinical pharmacist provided through the primary care network.

Services provided include 24 Hour ABPM, anticoagulant monitoring and dosing, clinics for asthma and diabetes, phlebotomy, travel health and child immunisations.

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 an appointment.

Extended access is provided locally by a GP Hub, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.