

Dr K Anantha-Reddy's Practice

Inspection report

1-2 Yeading Court
Masfield Lane
Hayes
UB4 9AJ
Tel: 02088451515

Date of inspection visit: 04 May 2023
Date of publication: 19/07/2023

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Overall summary

We carried out an announced inspection at Dr K Anantha-Reddy's Practice on 4 May 2023. This inspection was undertaken to confirm that the practice had carried out their plan to meet the legal requirements regarding the breaches in regulation set out in the Warning Notice we issued to the provider in relation to Regulation 12 (Safe care and treatment).

At the last inspection in October 2022, the practice was rated requires improvement overall and for the key questions effective and well-led. The practice was rated inadequate for providing a safe service. This will remain unchanged until we undertake a further rated inspection.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr K Anantha-Reddy's Practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection to follow up on compliance with the Warning Notice in respect of breaches of Regulation 12 (Safe care and treatment).

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:

- Action had been taken to address the breaches identified in the Warning Notice. For example:
- The practice had taken action to improve systems for the appropriate and safe use of medicines.
- The practice had improved the monitoring and management of long-term conditions, in particular in relation to patients with chronic kidney disease, hypothyroidism, and asthma.
- In relation to the areas focused on at this inspection, the practice provided care in a way that kept patients safe and protected them from avoidable harm. For example, in relation to recruitment systems and urgent referrals.

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

Overall summary

- Take action to monitor the new protocol to follow-up patients to check response to treatment within a week of an acute exacerbation of asthma.

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 Dr K Anantha-Reddy's Practice

Dr K Anantha-Reddy's Practice, also known as Yeading Court Surgery, is located in Hillingdon at:

1-2 Yeading Court

Masefield Lane

Hayes

Middlesex

UB4 9AJ

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.

The practice is situated within the London Borough of Hillingdon and is part of the North West London Integrated Care System (ICS). The practice delivers General Medical Services (GMS) to a patient population of about 5,400. 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 (out of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest data available, the ethnic make-up of the practice is 40% White, 35% Asian, 16% Black, 5% Mixed and 4% Other ethnic groups.

The practice is led by two GP partners who are supported by a nurse practitioner, a phlebotomist, a practice manager and a team of administrative and reception staff. The practice utilises the services of a Primary Care Network (PCN) clinical pharmacist, PCN pharmacy technician and PCN podiatrist.

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 at a hub location where late evening and weekend appointments are available.