

Dr Susan Elizabeth Honey

Inspection report

Woodfield Road Surgery
The Medical Centre
7E Woodfield Road
London
W9 3XZ
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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 Dr Susan Elizabeth Honey (also known as Woodfield Road Surgery) on 28 February 2019 as part of our inspection programme. We last inspected this practice on 19 May 2015 when they were rated good overall and for all population groups.

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 except families, children and young people which was rated requires improvement because:

- Childhood immunisation uptake rates were below the World Health Organisation (WHO) targets for one and two-year-olds.

However, 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 organised and delivered services to meet patients' needs. 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.

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

- Work towards all staff attaining safeguarding children training to a level recommended in updated guidance.
- Consider providing enhanced infection prevention and control training for the lead to support them in the role.
- Review Public Health England (PHE) guidance in relation to vaccine fridge temperature monitoring.
- Continue to monitor performance of the Quality and Outcome Framework (QOF) indicators and patient outcomes in relation to the childhood immunisation programme.
- Consider how patients with a hearing impairment would access the service.

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	Requires improvement 
Working age people (including those recently retired and students)	Good 
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.
The team included a GP specialist advisor.

Background to Dr Susan Elizabeth Honey

Dr Susan Elizabeth Honey (also known as Woodfield Road Surgery) is located in a purpose-built medical centre shared with other community health and dental services at 7E Woodfield Road, London W9 3XZ. The practice has access to three consultation rooms and a nurse treatment room situated on the ground floor.

The practice holds a General Medical Services (GMS) contract with NHS Central London (Westminster) Clinical Commissioning Group (CCG) and provides services to 3,752 patients.

The practice is registered as an individual with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder or injury and maternity and midwifery services.

The practice staff comprises of a lead female GP undertaking three clinical sessions per week, a female long-term locum GP providing six clinical sessions per

week and a practice nurse (seven sessions per week). The team are supported by two practice managers (job share) 1.7 WTE, a full-time administrator and two full-time receptionists.

The practice is open Monday, Tuesday and Thursday 8am to 6.30pm, Friday 8am to 6pm and Wednesday from 8am to 1pm. When the practice is closed, patients are directed to the NHS 111 service. Patients could access GP and practice nurse appointments from 6.30pm-8pm on Monday to Friday and from 8am-8pm on Saturdays and Sundays at three hub surgeries within Westminster.

Information published by Public Health England rates the level of deprivation within the practice population group as two on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. People living in more deprived areas tend to have greater need for health services. The practice had a diverse patient population with 50% from Black and Minority Ethnic (BME) groups.