

Hatton Medical Practice

Inspection report

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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 Hatton Medical Practice on 28 September 2017. The overall rating for the practice was requires improvement. The practice was rated as requires improvement for providing safe and caring services as the practice had not taken action on areas related to safety within the practice environment and patients rated the practice lower than others in relation to a number of aspects of caring. The full comprehensive report on the September 2017 inspection can be found by selecting the 'all reports' link for Hatton Medical Practice on our website at www.cqc.org.uk.

This inspection was an announced comprehensive inspection carried out on 16 October 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 28 September 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The practice is now rated as good in all key questions.

The practice is now rated good overall.

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

At this inspection we found:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- Since our last inspection the practice had implemented safety systems to improve prescription security, mandatory training updates for staff, documenting significant events discussed at practice meetings, and monitoring cleaning schedules.

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Since our last inspection the practice had improved the number of carers identified and patient feedback relating to caring questions, although some questions relating to consultations remained below average in the 2018 national GP patient survey.
- Feedback from patients we spoke with and CQC comments cards stated staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.
- There was a focus on continuous learning and improvement at all levels of the organisation. The practice was proactive in monitoring performance to ensure improvements implemented were sustained.

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

- Take action to ensure all staff are aware of the location of emergency equipment.
- Take interim action to identify and minimise the infection control risks associated with the flooring and walls in consulting rooms.
- Continue to review and improve uptake for childhood immunisations, and cervical and bowel cancer screening.
- Continue to review and improve patient satisfaction with consultations.
- Monitor coding for patients on the atrial fibrillation and rheumatoid arthritis disease registers.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Please refer to the evidence tables for further information.

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

Background to Hatton Medical Practice

Hatton Medical Practice is an NHS GP practice located in Bedfont, Middlesex.

The practice is registered with the Care Quality Commission to deliver the Regulated Activities: diagnostic and screening procedures; maternity and midwifery services; and treatment of disease disorder and injury.

Hatton Medical Practice is situated within Hounslow Clinical Commissioning Group (CCG) and provides services to 4,500 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice is led by two GP partners (male) who are supported by two regular GP locums (female), a nurse practitioner (female), a practice nurse (female), two phlebotomists (female), a practice manager / health care assistant (male), a business manager (female), and six receptionists / administrators.

The age range of patients is predominantly 15 to 64 years. The practice has a lower percentage of patients over 65 years when compared to the national average. The National General Practice Profile states that 28% of the practice population is from an Asian background with a further 12% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

Hatton Medical Practice is open between 8.00am and 6.30pm Monday to Friday, and 8.30am and 1.30pm on Saturday. Extended hours appointments in the evenings and weekends are also available to all patients at additional locations within the area as the practice is a member of a GP federation. Additional out of hours care is accessed by calling the NHS 111 service.