

Dr Indervir Dhandee

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

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 inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

The inspection was a comprehensive inspection and therefore we looked at all the key questions: safe, effective, caring, responsive and well-led.

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 with the exception of the families, children and young people population group which we rated as requires improvement.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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.

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

- Continue to improve Quality and Outcomes Framework (QOF) performance in particular for long-term conditions to bring in line with local and national averages.
- Continue to improve childhood immunisation and cervical screening uptake to bring in line with relevant targets.
- Continue to identify carers to enable this group of patients to access the care and support they need. In addition, the location of the carers board should be more visible to the patients.
- Update recruitment and training documentation held by the practice so that it is always accessible and inclusive of the most recent information.
- Consider implementing a register to proactively review vulnerable patients.
- Strengthen links with health visitors to protect vulnerable children from harm.
- Review arrangements in relation to the system for monitoring paper prescriptions.

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 Care Quality Commission (CQC) inspector and included a GP specialist advisor, practice manager specialist advisor, nursing specialist advisor, and a second CQC inspector.

Background to Dr Indervir Dhandee

Dr Indervir Dhandee, also known as the Grove Village Medical Centre, provides primary medical services in the London Borough of Hounslow to approximately 6,022 patients. The practice operates under a Primary Medical Services (PMS) contract and provides a number of local and national enhanced services (enhanced services require an increased level of service provision above that which is normally required under the core GP contract).

The practice operates from one location. The surgery is a purpose-built property over two floors. There is stepped and ramp access to the ground floor waiting area and reception desk. The practice has four consulting rooms, all on the ground floor. The second floor comprises practice management facilities including a staff room, meeting room and offices. Patients with mobility issues are offered appointments on the ground floor.

The practice clinical team is made up of a GP partner (male), two salaried GP's, one male and one female. There is also a nurse practitioner, practice nurse,

healthcare assistant (HCA) and phlebotomist. The practice has an administrator in post and a reception and management team. The practice offers 22 GP sessions per week.

The practice opens between 8am and 6.30pm Monday to Friday. The practice additionally operates on a Saturday between 8.00am to 12.00pm. Appointments are available throughout the opening hours.

The practice offers services to one residential home, one independent living care facility and two nursing homes through an enhanced service.

When the practice is closed patients are requested to call NHS 111 in an emergency or a local out of hours service.

The practice is registered with the Care Quality Commission to provide the regulated activities of; maternity and midwifery service, treatment of disease, disorder or injury and diagnostic and screening procedures.