

Carlton Surgery

Inspection report

The Surgery
112 Hounslow Road
Feltham
TW14 0AX
Tel: 02088903930

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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?

Requires Improvement



Are services effective?

Good



Are services well-led?

Good



Overall summary

We carried out an announced focused inspection at Carlton Surgery from 17-19 August 2022. Overall, the practice is rated as good.

Safe - requires improvement

Effective - good

Caring - not inspected, rating of good carried forward from previous inspection

Responsive - not inspected, rating of good carried forward from previous inspection

Well-led - good

Following our previous inspection on 25 April 2016, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Carlton Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. The inspection was focused and covered the following key questions:

Is the service safe?

Is the service effective?

Is the service well-led?

Additionally, we reviewed the accessibility of the service to patients.

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

Overall summary

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:

- The practice was not always providing care in a way that protected patients from avoidable harm. The practice was not managing test results and non-urgent referrals in a timely way. Recruitment checks were incomplete. Additionally, the clinicians were not clearly documenting their monitoring of higher risk medicines and safety alerts in the patient records.
- Patients received effective care and treatment that met their 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.

We found a breach of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

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 the partners using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Carlton Surgery

Carlton Surgery is located in Feltham at:

Carlton Surgery

112 Hounslow Road

Feltham

TW14 0AX

The practice is situated within the North West London Integrated Care System and delivers primary care services to a patient population of about 5250. The practice population has steadily increased over the last five years.

The practice is part of the Feltham and Bedmont network of GP practices.

Published information shows that deprivation levels are in line with the average for England. The practice population has a higher proportion of older people and very young children than is typical for North West London but the age/sex profile is similar to the English average. The practice population is ethnically diverse.

There is a team of four regular GPs including two partners who are supported by regular locum GPs as required. Patients have the choice of a male or female GP. The practice has two nurses including an advance nurse practitioner and two health care assistants. The clinicians are supported at the practice by a team of reception and administration staff, a practice manager and a business manager.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including consultations with a range of health professionals, face-to-face, telephone consultations, online consultations and advance appointments.

Extended access is provided locally by the primary care network, where late evening and weekend appointments are available. Out-of-hours services are provided by an alternative provider. The details of the out-of-hours service are communicated in a recorded message accessed by calling the practice when it is closed and on the practice website.

The provider is registered with CQC to deliver the regulated activities: diagnostic and screening procedures; maternity and midwifery services; family planning; treatment of disease, disorder or injury; and surgical procedures.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Treatment of disease, disorder or injury Surgical procedures	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The practice was not always providing care in a way that protected patients from avoidable harm:</p> <ul style="list-style-type: none">• The practice was not managing test results and non-urgent referrals in a timely way.• Recruitment checks were incomplete.• Clinicians were not clearly documenting their monitoring of higher risk medicines and safety alerts in the patient records. <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>