

# Chiswick Family Doctors Practice

## Quality Report

Chiswick Health Centre

Fishers Lane

W4 1RX

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Website: Website:

<http://www.chiswickfamilydoctorspractice>

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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 service

Good



Are services safe?

Good



# Summary of findings

## Contents

### Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3

### Detailed findings from this inspection

Our inspection team	4
Background to Chiswick Family Doctors Practice	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	6

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Chiswick Family Doctors Practice on 2 February 2016. The overall rating for the practice was good. However, within the key question safe an area was identified as 'requires improvement', as the practice was not meeting the legislation for Safe care and treatment.

The practice was issued a requirement notice under Regulation 12, Safe care and treatment. The full comprehensive on 2 February 2016 can be found by selecting the 'all reports' link for the Chiswick Family Doctors Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a focused desk based review carried out on 31 March 2017 to confirm the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations we identified in our

previous inspection on 2 February 2016. This report covers our findings in relation to those requirements and also any additional improvements made since our last inspection.

Overall, the practice is rated as good.

Our key findings were as follows:

- The practice had ensured they had oxygen on site to adequately deal with emergencies.
- The practice supplied an action plan and a range of documents which demonstrated they are now meeting the requirements of Regulation. Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 Safe care and treatment.

### Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services.

At the inspection on 2 February 2016 we found that the practice did not have oxygen available for use in emergencies.

At this inspection we found that the practice now had oxygen for use in emergencies.

**Good**



# Chiswick Family Doctors Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence submitted.

## Background to Chiswick Family Doctors Practice

The Chiswick Family Practice is located in the London Borough of Hounslow, and provides a general practice service to around 3500 patients from a shared community health centre.

The practice is registered as a partnership with the Care Quality Commission (CQC) to provide the regulated activities of: treatment of disease, disorder or injury; surgical procedures; diagnostic and screening procedures; family planning services; and maternity and midwifery services at one location.

The practice has a General Medical Services (GMS) contract and provides a full range of essential, additional and enhanced services including maternity services, child and adult immunisations, family planning, sexual health services and minor surgery.

The practice has two GP partners working eight sessions, a salaried GP working five sessions and a locum GP covering four sessions.

There is a good mix of female and male staff. The practice has a part time practice manager. The rest of the practice

team consists of one part time practice nurse, one part time health care assistant and four administrative staff consisting of medical secretaries, reception staff, clerks and typist.

The practice is open five days a week. Mondays and Fridays 8am to 6:30pm, Tuesdays from 8am to 7pm, Wednesdays from 8am to 8pm and Thursdays from 8am to 12:30pm. Face to face consultations in the mornings are from 8:30am to 11:30am and in the afternoons from 2:30pm to 6:30pm on Mondays and Fridays and until 7pm on Tuesdays, and 7:30pm on Wednesdays.

When the practice is closed, the telephone answering service directs patients to contact the out of hours provider.

## Why we carried out this inspection

We undertook a comprehensive inspection of Chiswick Family Doctors on 2 February 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement for the Safe domain. The full comprehensive report following the inspection can be found by selecting the 'all reports' link for Chiswick Family Doctors on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up desk-based focused inspection of Chiswick Family Doctors on 31 March 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

# Detailed findings

## How we carried out this inspection

We carried out a desk-based focused inspection of Chiswick Family Doctors on 31 March 2017. This involved reviewing evidence that:

- The practice now had oxygen on site to deal with medical emergencies.
- We reviewed this information and made an assessment of this against the regulations.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time

# Are services safe?

## Our findings

### Overview of safety systems and processes

At our inspection on 2 February 2016 we rated the practice as requires improvement for providing safe services as the practice did not have adequate arrangements to ensure they safely dealt with medical emergencies.

These arrangements had significantly improved when we undertook a follow up inspection on 31 March 2017. The practice is now rated good for providing safe services.

At this inspection we found that the practice had developed systems to ensure they could deal with medical emergencies safely. The practice sent us proof of that they had made adequate arrangements and oxygen was available at the practice.