

The Pine Medical Centre

Inspection report

Fredora Avenue
Hayes
UB4 8RB
Tel: 08443878033
www.thepinemedicalcentre.nhs.uk

Date of inspection visit: 8 November 2023
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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive inspection at The Pine Medical Centre on 8 November 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 2 December 2015, 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 The Pine Medical Centre 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. We reviewed all key questions as part of this inspection.

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

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:

Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Most patients received effective care and treatment that met their needs. However, we found the management and monitoring of some patients with some chronic conditions should be improved.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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**:

- Take action to consistently follow-up patients after treatment for an acute exacerbation of asthma.
- Take action to appropriately code patients with chronic kidney disease.
- Continue to ensure patients with hypothyroidism receive appropriate monitoring prior to a prescription being issued.
- Continue to improve the systems and processes to increase uptake rates for childhood immunisations and cervical screening.
- Continue to identify carers.

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 Health Care

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

Background to The Pine Medical Centre

The Pine Medical Centre is located in Hayes, Middlesex at:

Fredora Avenue

Hayes

Middlesex

UB4 8RD

The provider is registered with CQC to deliver the following Regulated Activities; Diagnostic and screening procedures, Family planning, Maternity and midwifery services, Surgical procedures and Treatment of disease, disorder or injury.

The practice is situated within the borough of Hillingdon and is part of the North West London Integrated Care System (ICS). The practice delivers General Medical Services (GMS) to a patient population of about 6,300. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as Long Lane First Care Group Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in sixth decile (six of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 45% White, 36% Asian, 11% Black, 4% Mixed, and 4% Other.

The practice is led by two GP partners (male and female) who are supported by an operations manager, a GP assistant, an advanced nurse practitioner, a pharmacist, a health care assistant, a phlebotomist, and a small team of reception/administration staff.

The practice is open between 8.00am and 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access for late evening and weekend appointments was available in the locality.