

Islip Manor Medical Centre

Inspection report

45 Eastcote Lane
Northolt
UB5 5RG
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Date of inspection visit: 2 August 2022
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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 Islip Manor Medical Centre on 2 August 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

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:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- 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**:

Overall summary

- Improve uptake rates for childhood immunisations and cervical screening.
- Use complaints to drive continuous improvement.
- Take action in response to feedback from the patient participation group.

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

Background to Islip Manor Medical Centre

Islip Manor Medical Centre is located in Northolt, North West London at:

45 Eastcote Lane

Northolt

UB5 5RG

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice is situated within the borough of Ealing and is part of the North West London Integrated Care System (ICS). The practice delivers General Medical Services (GMS) which is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as the NGP (Northolt, Greenford & Perivale) Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth decile (four 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 49% white, 25% Asian, 17% Black, 5% Mixed, and 4% Other.

The practice is led by a GP principal (male). The GP principal is supported by a long-term GP locum (female), clinical pharmacist, physician's associate, practice nurse, health care assistant, phlebotomist, practice manager (also provides phlebotomy) and a small team of reception/administrative staff.

The practice is open between 8am to 6.30pm Monday to Friday. Extended hours are offered from 6.30pm to 8pm on Wednesday evening, and 7.30am to 8am on Thursday and Friday morning. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally at hub locations, where late evening and weekend appointments are available.