

Hillview Surgery

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

Good 

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 on the 21st January 2020 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.

This inspection focused on the following key questions:

Are services effective?

Are services well-led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

Are services Safe? – Good

Are services Caring? - Good

Are services Responsive? – Good

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.

We found that:

- Patients received effective care and treatment that met their needs. The practice had systems in place to conduct evidence-based care and monitor their performance.
- Published practice performance data showed that the practice was performing in line with most current performance targets in comparison to other services in their area.
- The practice demonstrated ongoing quality improvement activity with clinical audits in operation.
- The practice had systems in place to manage risks.
- The practice demonstrated clear systems of governance in place to learn from complaints, incidents and feedback.
- 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 promote and improve uptake rates of cervical screening and childhood immunisations.

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
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 a GP specialist adviser.

Background to Hillview Surgery

Hillview Surgery is a GP practice in Ealing, London and holds a General Medical Services (GMS) contract. The surgery is located in a residential area and there is a pharmacy located within the practice which is operated by a separate organisation.

The practice is registered with the Care Quality Commission to provide: diagnostic and screening procedures; family planning, maternity and midwifery services; surgical procedures; and treatment of disease, disorder or injury. These are delivered from one site.

Hillview Surgery is situated within the Ealing Clinical Commissioning Group (CCG) and provides services to just under 11,000 patients.

The provider is run by a partnership of four GPs. In addition to this, the practice also employs two salaried GPs. The practice employs a full-time practice manager, clinical manager, reception manager, two general

practice nurses, two healthcare assistants, a phlebotomist, clinical pharmacist and a team of reception and administrative staff. Patients can choose a male or female GP.

The practice is part of a primary care network.

The Hillview Surgery General Practice Profile states that 58% of the practice population is from an Asian background with a further 20% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 83.8 years compared to the national average of 79 years. Female life expectancy is 87.4 years compared to the national average of 83 years.