

Dr Singh`s Surgery

Inspection report

The Surgery
65 Clifford Road
Hounslow
Middlesex
TW4 7LR
Tel: 020 8577 5304
www.drsinghsurgery.com

Date of inspection visit: 30 April 2019
Date of publication: 04/06/2019

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 announced comprehensive inspection at Dr Singh`s Surgery on 30 April 2019 as part of our inspection programme.

At the last inspection in June 2018 we rated the practice as requires improvement for providing safe and well-led services because:

- There were shortfalls in the systems for monitoring patients on high risk medicines.
- There was no evidence of action taken in response to safety alerts.
- There was no system to manage uncollected repeat prescriptions or an audit trail to monitor the use of blank prescriptions.
- There was a lack of understanding about assessing risks associated with fire, infection prevention and control, and the storage of hazardous substances.
- There were no records to confirm monitoring of emergency medicines, emergency equipment, and vaccines.
- There was a lack of management oversight in managing risks relating to health and safety matters.
- There was a lack of engagement with patients.
- Not all staff were aware of the practice's vision.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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:

- 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.
- The practice organised and delivered services to meet patients' 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.

Whilst we found no breaches of regulations, the provider **should:**

- Continue to review and improve uptake rates for childhood immunisations and cervical screening.
- Continue to review and improve patient satisfaction with telephone access and access to appointments.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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 CQC lead inspector.
The team included a GP specialist advisor.

Background to Dr Singh`s Surgery

Dr Singh`s Surgery is located in Hounslow, Middlesex.

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

Dr Singh`s Surgery is situated in Hounslow Clinical Commissioning Group (CCG) and provides services to approximately 9,000 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is registered as a partnership which consists of two GP partners (male and female). The partners are supported by three sessional GPs (male and female), two practice nurses (female), two health care assistants (who

also work as receptionists / administrators), a phlebotomist (who also works as a receptionist), a practice manager (female) and a small team of reception / administrative staff.

The age range of patients is predominantly 15 to 44 years. The practice has a lower percentage of patients aged under 18 years and over 65 years when compared to the local and national average. The National General Practice Profile states that 59% of the practice population is from an Asian background with a further 15% 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 four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.