

# C.B. Patel & Partners

## Inspection report

Hayes Medical Centre  
157 Old Station Road  
Hayes  
UB3 4NA  
Tel: 02085732037  
[www.hayesmedicalcentre.co.uk](http://www.hayesmedicalcentre.co.uk)

Date of inspection visit: 17 and 18 May 2023  
Date of publication: 20/07/2023

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 

# Overall summary

We carried out an announced focused inspection at C. B. Patel & Partners (Hayes Medical Centre) on 17 and 18 May 2023. Overall, the practice is rated as **Good**.

Set out the ratings for each key question:

Safe - Good.

Effective - not inspected, rating of Good carried forward from the previous inspection.

Caring - not inspected, rating of Good carried forward from the previous inspection.

Responsive - not inspected, rating of Good carried forward from the previous inspection.

Well-led - not inspected, rating of Good carried forward from the previous inspection.

Following our previous inspection on 3 and 4 May 2022, the practice was rated Good overall and for all key questions but Requires improvement for providing safe services.

The full reports for previous inspections can be found by selecting the 'all reports' link for C. B. Patel & Partners (Hayes Medical Centre) on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## Why we carried out this inspection

We carried out this inspection to follow up on a breach of Regulation 12 Safe Care and Treatment from a previous inspection.

At this inspection, we covered:

- Are services safe?

## 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:

# Overall summary

- 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 had demonstrated improvements in areas identified during the previous inspection.
- Our clinical records searches showed that the practice had an effective process for monitoring patients' health in relation to the use of medicines including medicines that require ongoing monitoring.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Recruitment checks including Disclosure and Barring Service (DBS) were carried out in accordance with regulations.
- Appropriate standards of cleanliness and hygiene were met.
- There was a system for recording and acting on significant events.
- There was a system for recording and acting on safety alerts.
- All the GPs were able to access the information they needed to deliver safe care and treatment in a timely manner.

**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 C.B. Patel & Partners

C. B. Patel & Partners (Hayes Medical Centre) is a GP practice located in Hayes in West London at:

157 Old Station Road,

Hayes,

Middlesex,

UB3 4NA.

We visited this location as part of this inspection activity.

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.

The practice offers services from one, main practice location. The practice is in purpose built premises.

The practice is situated within the North West London Integrated Care System in Hillingdon and delivers General Medical Services (GMS) to a patient population of about 18,600. This is part of a contract held with NHS England.

The practice is part of the Hayes and Harlington Primary Care Network (PCN).

The patient profile for the practice has an above-average working age population. There are fewer patients aged over 65 than the national average.

The National General Practice Profile states that 46% of the practice population is from an Asian background with a further 21% of the population originating from black, mixed or other non-white ethnic groups. The locality has an average deprivation level. Information published by the Office for Health Improvement and Disparities, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

There are two GP partners, four salaried GPs and three sessional GPs. Six GPs are female and three are male. The practice employs two advanced nurse practitioners (ANPs) and two practice nurses. Both ANPs have completed a prescribing course. The partners are supported by a business manager, a clinical coordinator and compliance lead, an operational manager, a practice manager, a practice administrator and a team of administrative and reception staff. The practice employs two clinical pharmacists. In addition, two clinical pharmacists (employed by the primary care network) are offering 60 hours per week at the practice.

The practice is registered as a yellow fever vaccination centre and it also offers travel vaccination.

The practice is open between 8 am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided by the practice on Saturdays between 8.30 am and 3.30 pm. In addition, extended access is provided at local hubs, where late evening and weekend appointments are available. Out of hours services are provided by Practice Plus.