

Kingsway Surgery

Inspection report

Wood end park clinic
Judge Heath Lane
Hayes
UB3 2PB
Tel: 02087564388
www.thekingswaysurgery.co.uk

Date of inspection visit: 08 October 2021
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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 inspection at Kingsway Surgery on 08/10/2021. Overall, the practice is rated as good.

Set out the ratings for each key question

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Why we carried out this inspection

We carried out a comprehensive inspection of Kingsway Surgery as a new registered service.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- 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 have rated this practice as Good overall

We found that:

Overall summary

- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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**:

- Improve the monitoring of patients' medicines, in particular medicines prescribed for long-term conditions and patients prescribed high risk medicines.
- Improve safeguarding processes to keep patients safe and safeguarded from abuse.
- Improve uptake for cervical screening and childhood immunisations to bring in line with national targets.
- Improve quality improvement activity including clinical audit to drive improvement in patient outcomes.
- Formalise clinical supervision arrangements for non GP clinical staff.

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	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

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 Kingsway Surgery

Kingsway Surgery is located in Hayes at:

Wood End Park Clinic

Judge Heath Lane

Hayes

Middlesex

UB3 2PB

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 and family planning.

The practice is situated within the Hillingdon Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 5,000. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest 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 33.5% Asian, 45.5% White, 13.4% Black, 4.1% Mixed, and 3.6% Other.

There is a clinical team of two GP partners, a nurse and healthcare assistant. The GPs are supported at the practice by a team of reception/administration staff. There is a practice manager and assistant practice manager who provide managerial oversight.

Services provided by the practice include child health care, ante and post-natal care, immunisations, sexual health and contraception advice and management of long-term conditions.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.

Extended access is provided locally through a GP Hub service, where late evening and weekend appointments are available. Out of hours services are provided through NHS 111.