

# Redwood Practice

## Inspection report

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Date of inspection visit: 31 October 2019  
Date of publication: 27/12/2019

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 inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: effective and well-led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: safe, caring and responsive.

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:**

- Improve childhood immunisation uptake to bring in line with World Health Organisation targets.
- Improve cervical screening uptake to bring in line with national targets.

**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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor.

## Background to Redwood Practice

Redwood Practice is located at Maswell Park Health Centre in the London borough of Hounslow which it shares with two other local practices. The surgery has good transport links and there is a pharmacy located nearby.

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.

Redwood practice is situated within the Hounslow Clinical Commissioning Group (CCG) and provides services to 7,258 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership who registered with the CQC in April 2013. The practice employed two supporting GPs, four practice nurses, three healthcare assistants, a practice manager and an administration and reception team of seven. The practice is currently part of a wider network of GP practices.

The practice delivers a wide range of services including; long-term condition management (including insulin initiation), anticoagulation therapy both in-house and outreach (locality hub for this), cervical screening, childhood immunisations, travel vaccinations, ear syringing, dressings including complex, NHS health checks, smoking cessation, suture removal, electrocardiograms, 24 hour blood pressure monitoring and other CCG Out of Hospital services.

There are higher than average number of patients between the ages of 15 and 44 and fewer patients aged over 64. The National General Practice Profile states that 54% of the practice population is from a White background with a further 34% of the population originating from an Asian background. 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.