

# Kings Cross Surgery

## Inspection report

St Pancras Hospital  
4 St Pancras Way  
London  
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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 caring?

Good 

# Overall summary

We previously carried out an announced comprehensive inspection at Kings Cross Surgery on 31 May 2017 as part of our inspection programme. Following the inspection we rated the practice as Good overall, however we rated it as requires improvement for providing Caring services. You can read the full report, published on 7 August 2017, by selecting the 'all reports' link for Kings Cross Surgery on our website at: .

On 16 September 2020, we carried out a desk-based review to confirm that the practice had resolved the issues we identified at our previous inspection in May 2017. This report covers our findings in relation to those requirements.

We found the practice is now meeting those requirements and we have amended the rating for this practice accordingly. The practice is now rated Good for the provision of Caring services. We previously rated the practice as Good for providing Safe, Effective, Responsive and Well-led services.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we reviewed the information sent to us by the provider
- information from our ongoing monitoring of data about services and
- information from the provider.

We have rated the practice as Good for providing Caring services because:

- The practice provided care in a way which kept patients safe and protected them from avoidable harm.
- It had developed and implemented an App (computer application) to improve patient access.
- The practice regularly reviewed the results of the national GP patient survey, and ran its own patient survey to measure levels of patient satisfaction.

- Comments received, about the practice, on the NHS Choices website showed patients were satisfied with the care they received.

When we last inspected, we also found high levels of exception reporting from the practice's cervical screening programme. At this inspection the practice had made improvements this programme.

- We saw evidence from the practice's own system confirming, for eligible patients:
  - An average of 82% of patients underwent screening;
- The practice operated a walk-in service for all eligible patients to undergo screening when convenient, and appropriate, for them.
- The practice carried out specific searches to ensure women were being recalled in line with National Screening guidelines;
- Recalls are carried out regularly, with women who failed to respond receiving text messages reminding them to attend for screening;
- Staff had attended training carried out by Public Health England to enable them to carry out recalls.
- The practice had a failsafe system staff followed to ensure patients were not missed from the screening programme;
- Patients records were checked and appropriately coded to ensure eligible patients were included in the programme;
- Since 2018 the practice had run Women's Health Events to promote its screening programmes, including cervical screening. The programme had also been attended by representatives from Public Health England and a local charity.
- It had a large patient population from a group who were reluctant to engage with the programme. Accordingly, twice a year, it invited representatives of the community, and had interpreters available, to explain the importance of undergoing cervical screening.

## Our inspection team

Our inspection team was led by a CQC lead inspector.

## Background to Kings Cross Surgery

Kings Cross Surgery is run by AT Medics and is located within the grounds of St Pancras Hospital at 4 St Pancras Way, London NW1 0PE. The surgery has good transport links and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the Regulated Activities: Treatment of disease, disorder or injury, Diagnostic and screening procedures and Maternity and midwifery services.

Kings Cross Surgery is part of the NHS Camden Clinical Commissioning Group (CCG) and provides services to approximately 6,830 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 clinical team at the practice includes four salaried GPs, two female and two male and a regular female locum GP. The clinical team is completed by a practice nurse, two prescribing pharmacists, a physician associate and a Healthcare Assistant.

The non-clinical team includes a deputy senior manager, practice manager a practice administrator and six receptionists.

Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice has 44.4% of patients living with a long-standing health condition compared to a local average of 43.6% and a national average of 51.3%. whilst 77.6% of patients are in paid employment or full-time education compared to a local average of 72%, and the national average of 62.6%.