

Kynance Practice

Inspection report

7 Kynance Place
London
SW7 4QS
Tel: 02075813040
www.kynancepractice.nhs.uk

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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 Kynance Practice on 2,4 and 11th of November 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

The full reports for previous inspections can be found by selecting the 'all reports' link for Kynance Practice on our website at www.cqc.org.uk

How we carried out the inspection/review

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

- There was an open and transparent approach to safety and a system in place for reporting and recording significant events.
- The practice now had clearly defined and embedded systems to minimise risks to patient safety.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff were aware of current evidence-based guidance. Staff had been trained to provide them with the skills and knowledge to deliver effective care and treatment.
- 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.
- Results from the national GP patient survey showed patients were treated with compassion, dignity and respect and were involved in their care and decisions about their treatment.
- 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**:

- Continue to monitor uptake of cervical screening and childhood immunisations to secure improved uptake performance.
- Promote the system for identifying and supporting carers to ensure it is fully embedded and maintained within the practice.
- Consider changing the flooring in the nurse's room from carpet to hard flooring.

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

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 Kynance Practice

Kynance Practice provides GP led primary care services through a General Medical Services (GMS) contract to around 2,100 patients. (GMS is one of the three contracting routes that have been available to enable commissioning of primary medical services). The practice is part of NHS West London (Kensington and Chelsea, Queen's Park and Paddington) Clinical Commissioning Group (CCG).

The practice staff comprise two male GP's; a practice business manager; two practice nurses; a personal assistant to the principal GP; a part-time senior administrator; and two part time receptionists/ administrative staff. The GP's provides ten clinical sessions a week.

The practice is located in a converted residential property with one consulting room on the ground floor, and a treatment room on the first floor.

The practice is open between 8am and 6.30pm Monday to Friday. Walk-in appointments are available from 9am to 10.45am Monday to Friday. Pre-booked appointments are available from 11am to 12.45pm every weekday, and 2pm to 6pm Monday, Tuesday and Thursday; and 2pm to 6.15pm on Fridays. Extended hours are offered on Thursday evening between 6.30pm and 8pm. Urgent appointments are also available for people that needed them.

Appointments can be booked in advance over the telephone, online or in person. The practice opted out of providing out-of-hours services to their patients. Outside of normal opening hours patients are directed to an out-of-hours GP, or the NHS 111 service.

The practice has a higher percentage when compared to national averages of patients aged 65 and over (25% compared with 17%); aged 75 and over (13% compared with 8%); and aged 85 and over (4.7% compared with 2.3%). The practice has a lower percentage when compared to national averages of patients under the age of 18 (9% compared with 21%); aged 5 to 14 (5% compared to 12%) and aged 0 to 4 (2.4% compared to 5.8%).

The service is registered with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures; treatment of disease, disorder and injury; family planning; and maternity and midwifery services.