

# The Medical Centre

## Inspection report

140 Holloway Road  
London  
N7 8DD

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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?

Good 

Are services well-led?

Good 

# Overall summary

This practice is rated as Good overall.

We carried out an announced comprehensive inspection at The Medical Centre on 13 November 2018 as part of our inspection programme.

The previously registered and inspected service at this location, also known The Medical Centre was also rated Good overall and ceased providing services in November 2017.

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:

- It was not clear that the health of patients prescribed with high-risk medicines was monitored consistently and in line with national guidelines. The practice did not record when clinicians reviewed blood test results undertaken by other care providers as part of shared care arrangements.
- With the exception of a lack of clarity around high-risk medicines, 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 was aware of barriers to equal care experienced by people whose circumstances made them vulnerable and had made arrangements to improve access to services.
- 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.
- The practice contributed to improving practice in the local area by contributing to CCG quality improvement activity.

Whilst we found no breaches of regulations, the provider **should:**

- Review processes in place to monitor the health of patients prescribed with high-risk medicines to ensure that clinicians review patient's health, including checking blood test results in line with national guidance and that reviews are clearly recorded on patient's records.
- Consider sharing the practice business continuity plan with all members of staff.
- Consider arrangements in place to accommodate patients who wish to consult with a female GP.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## 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 adviser, a practice nurse specialist adviser and a clinical research fellow who was shadowing the team as part of an induction and learning programme.

## Background to The Medical Centre

The Medical Centre is located at 140 Holloway Road, Islington, London N7 8DD and has good transport links nearby, being close to Holloway Road and Drayton Park stations. The practice provides NHS services through a Personal Medical Services (GMS) contract to approximately 4,900 patients. It is part of the NHS Islington Clinical Commissioning Group (CCG).

The practice is registered with the Care Quality Commission to carry out the following regulated activities - Treatment of disease, disorder or injury; Family Planning; Maternity and midwifery services; Surgical procedures; and Diagnostic and screening procedures.

The patient profile has an above average population of teenage children and working age patients, between 25

and 49, with fewer than average older patients aged over 54. The deprivation score for the practice population is in third “more deprived decile”, indicating a higher than average level of deprivation.

The provider is a partnership which registered with the CQC in November 2017. There are two full-time GPs and one part-time GP, each of whom is male. The clinical team also includes two practice nurses, one of whom works full-time and one part-time. There is a practice manager and a team of five reception and administrative staff, one of whom is also trained as a health care assistant.