

Marylebone Health Centre

Inspection report

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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 effective?

Requires Improvement



Overall summary

We carried out an announced focused review at Marylebone Health Centre on 30 September 2022. Overall, the practice is rated as Good.

Safe - Not inspected, rating of good carried forward from previous inspection.

Effective – Requires Improvement.

Caring - Not inspected, rating of good carried forward from previous inspection.

Responsive - Not inspected, rating of good carried forward from previous inspection.

Well-led - Not inspected, rating of good carried forward from previous inspection.

Following our previous inspection on November 2019, the practice was rated as good overall for all key questions but requires improvement for providing effective services.

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

Why we carried out this review

This was a focused review of information without undertaking a site visit inspection to follow up on the 'requires improvement' rating for providing effective services imposed on the previous inspection. At the last inspection we found;

- The practice were not meeting targets for uptake of childhood immunisations.
- The practice were not meeting targets for the uptake of cervical cancer screening.

We also followed up on 'should' actions identified at the last inspection. Specifically;

- The practice should ensure all staff are aware of the system to circulate and record any action taken in relation to patient's safety alerts.

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How we carried out the 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 review was carried out without visiting the location by requesting documentary evidence from the provider and speaking to staff members on the phone.

Our findings

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

Overall summary

- What we found when we inspected.
- Information from our ongoing monitoring of data about services.
- Information from the provider, patients, the public and other organisations.

We found that:

- The practice made efforts to increase the uptake of childhood immunisation uptake. Data from NHS England showed improvements had been made on immunisation uptake since the last inspection.
- The practice made efforts to increase the uptake of cervical cancer screening uptake. However, data from the UKHSA showed the practice were significantly below the required target for cervical cancer screening.

We also found that:

- Staff members were aware of the system to circulate and record actions taken in relation to patient safety alerts.

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

- Continue to implement processes to improve the uptake of cervical cancer screening.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to Marylebone Health Centre

Marylebone Health Centre provides GP led primary care services to patients living in the surrounding areas of Marylebone, Regents Park, Fitzrovia and Mayfair. The practice is located within the City of Westminster and is part of the North West London Integrated Care System. The practice provides GP services under a General Medical Services (GMS) contract with NHS England and is registered to carry out family planning, maternity and midwife services, surgical procedures, diagnostic and screening procedures and treatment of disease, disorder or injury.

The practice provides care to approximately 10,000 patients and, according to information published by Public Health England, has a deprivation score of 8 out of 10 (1 being the most deprived). 65% of the practice population are from a White background, 17% from an Asian background, 4% from a Black background, 4.9% from a mixed background and 9% from other backgrounds. They have a high proportion of patients aged between 25-50 with a low proportion of patients aged 60 and above.

The practice team consists of a two GP partners, seven salaried GP's, two practice nurses and a nurse associate. The clinical team is supported by a practice manager and seven administrators/receptionists.

The practice is open between 8.00am to 6.30pm on Mondays, Tuesdays and Thursdays and 7.00am to 6.30pm on Wednesdays and Fridays.

Extended access is provided locally by the Central London CIC, where late evening and weekend appointments are available. Out of hours services are provided by 111 services.