

# Prentis Medical Centre

## Inspection report

The Surgery  
2 Prentis Road, Streatham  
London  
SW16 1XU  
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Date of inspection visit: 19 April 2023  
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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 comprehensive at Prentis Medical Centre on 19 April 2023. Overall, the practice is rated as Good.

Safe- Good.

Effective – Good.

Caring - Good

Responsive – Good.

Well-led - Good.

Following our previous inspection on 22 May 2019, the practice was rated Good overall and for all key questions.

The full report for previous inspections can be found by selecting the ‘all reports’ link for Prentis Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

This inspection was a comprehensive inspection part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach which involved a site visit: We looked at the Safe, Effective, Caring, Responsive and Well-led key questions.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A 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 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.

# Overall summary

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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 take action to improve childhood immunisation and cervical screening uptake.
- Continue to review and develop strategies for calcium monitoring for patients prescribed Lithium.
- Review the need for controlled drugs without a designated register.

**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 and a second CQC inspector. The team included a GP specialist advisor.

## Background to Prentis Medical Centre

Prentis Medical Centre operates from one site, at 2 Prentis Road, Streatham London SW16 1XU. The site is purpose-built property, the entrance is level, and there are consulting rooms on the ground and first floor,

The practice is situated within London Borough of Lambeth in South-East London Integrated Care Board (ICB) and provides primary medical services to approximately 4500. The practice has a PMS NHS contract and provides a full range of essential, enhanced and additional services including maternity services, diabetic clinics, child vaccination and immunisations.

The practice is part of the HBD PCN Primary Care Network (PCN) includes the Knights Hill, Herne Hill, Brixton Hill, Deerbrook and Northwood GP Practices. Patients can also access care from Gracefields Gardens part of Lambeth local GP hub.

The provider is registered with the Care Quality Commission (CQC) to provide the regulated activities of treatment of disease, disorder or injury, maternity and midwifery services, family planning services, surgical procedures and diagnostic and screening procedures.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth decile (5 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 58% White, 11% Asian, 21% Black, 8% Mixed, and 2% Other.

The practice cares for 148 patients in fifteen supported living facilities, including care homes, supported accommodation for those with learning disabilities and services for patients with mental health concerns. This is reflected in the percentages of the practice's patients with a diagnosed mental health condition (4%), dementia (1%) and who have a learning difficulty (2%), all of which are higher than other practices locally and nationally.

Prentis Medical Centre has two partners, one male, one female. They employ one female nurse and one male pharmacist, one manager and five practice support team members. The practice is a training practice, at the time of the inspection they had two trainee doctors.

The practice is open Monday to Friday 8am-6pm with extended opening on a Tuesday and Wednesday until 8pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance Out of hours services are provided by 111.