

# Pimlico Health @ The Marven

## Inspection report

Marven Medical Centre  
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London  
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<https://www.pimlicohealth.co.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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Pimlico Health @The Marven on 3 December 2019 as part of our inspection programme.

We based our judgement of the quality of care at this service is 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 population groups older people, long term conditions, vulnerable and mental health. However, we have rated them requires improvement for families and children and working age due to their childhood immunisation rates and cervical smears being lower than the national target.**

## We found:

- 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. The service routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines.
- They offered home visits and urgent appointments for those with enhanced needs and complex medical issues.
- Staff demonstrated commitment and engagement with the vision for the service. They were proud to work for the organisation.
- The practice promoted good health and prevention and provided patients with suitable advice and guidance.

The practice had a 'village' meeting approach to care for their most vulnerable patients. Weekly meetings were held which were attended by a multi-disciplinary team to discuss and care plan patients with complex needs.

- There was a strong focus on continuous learning and improvement at all levels of the organisation. They effectively used the skills and abilities of their staff team to provide innovative and accessible care, treatment and support to their patients
- They were a training practice and one GP trainee was based at the practice at the time of our inspection. They also provided mentorship to nurse practitioners.
- There was a commitment and appetite to work with external partners
- The service had comprehensive business development strategy and quality improvement plan that effectively monitored the service provided to assure safety and patient satisfaction.

The areas where the provider should make improvements are:

- Continue to implement processes to improve the uptake of childhood immunisations.
- Continue to implement processes to improve uptake of cervical smears.
- Ensure the nurse completes training in relation to their role of infection prevention and control lead.
- Continue to implement processes to identify and support carers.

**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

## 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>Requires improvement</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Requires improvement</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 who was accompanied by a GP specialist advisor.

## Background to Pimlico Health @ The Marven

The Pimlico Health @The Marven provides GP primary care services to approximately 14000 people living in Westminster. The practice is staffed by three full time GP partners and four salaried GPs, who work a combination of full and part time hours. The practice also employs a full-time business manager, operations manager, patient referral manager, a nurse, an HCA and 15 reception and administration staff.

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

The practice was open between 8.30am and 8pm Monday to Friday and 10am – 6pm on Saturdays and Sundays. The telephones were staffed throughout working hours

and a recorded message was available at all other times. Appointment slots were available throughout the opening hours, except between 1pm and 2pm daily. Longer appointments were available for patients who needed them and those with long-term conditions. In addition to pre-bookable appointments that could be booked up to two weeks in advance, urgent appointments were also available for people that needed them.

Out of hours primary care is contracted to a local out of hours care provider. The practice provides patients with information about how to access urgent care when the practice is closed on its website, answerphone and on the practice door, primarily informing patients to telephone the 111 service.