

Lady Margaret Road Medical Centre

Inspection report

57 Lady Margaret Road
Southall
Middlesex
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Date of inspection visit: 23 September 2019
Date of publication: 14/11/2019

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

We carried out an announced comprehensive inspection at Lady Margaret Road Medical Centre on 23 September 2019. We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

We also followed up the ratings awarded at the previous inspection on 10 May 2018. At that inspection, we rated the caring key question Requires Improvement. This was due to patient feedback gathered through the National GP Patient Survey which showed the practice results were below average.

Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Is the service effective?
- Is the service caring?
- Is the service well-led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Is the service safe? (Good)
- Is the service responsive? (Good)

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:

- Patients received effective care and treatment that met their needs.
- Patient feedback on the experience at the surgery was mixed. Evidence obtained on the day showed that staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The areas where the provider **should** make improvements are:

- Review the practice's approach to protected time for staff to complete required training.
- Review the practice's approach to cervical screening and assess whether further actions are required to improve uptake.
- Expand and embed quality improvement methods such as clinical audit to drive improvement.
- Actively monitor and act on patient feedback from a range of sources including the patient participation group.

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

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Requires improvement	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) inspector and included a second CQC inspector and a GP specialist adviser.

Background to Lady Margaret Road Medical Centre

Lady Margaret Road Medical Centre provides NHS primary medical services to just under 4000 patients in Southall in North West London through a General Medical Services contract. The surgery is located in a converted property.

The practice has recently closed a small surgery nearby and merged the service at the Lady Margaret Road site. The provider, Dr Mohammad Alzarrad, also operates separate general practices at St Marks Medical Centre and Lynwood Surgery both of which are also in Ealing.

The current practice team comprises one GP principal and five regular, locum GPs. The practice employs two part-time practice nurses, a health care assistant, a practice manager, a secretary and several receptionists. Patients can book an appointment with a male or female GP.

The practice is open Monday to Friday between 8am and 6.30pm from Monday to Friday. Evening appointments

with a GP are available on Monday and Tuesday between 6.30pm and 7.15pm. The practice offers online appointment booking and an electronic prescription service. The GPs makes home visits to see patients who are housebound or are too ill to visit the practice. When the practice is closed, patients are advised to use a contracted out-of-hours primary care service if they need urgent primary medical care.

Income deprivation levels are a little higher than average in the area and life expectancy is close to the national average. Over 80% of the practice population are from black and minority ethnic groups, and primarily from Indian cultural backgrounds.

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