

Lancelot Medical Centre

Inspection report

17-19
Lancelot Road
Wembley
HA0 2AL
Tel: 02089030609
www.lancelotmedicalcentre.co.uk

Date of inspection visit: 24 & 29 November 2023
Date of publication: 15/01/2024

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?

Requires Improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Lancelot Medical Centre on 24 and 29 November 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive – requires improvement

Well-led - good

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

- Key questions inspected – safe, effective, caring, responsive and well-led

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.
- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could not always access care and treatment in a timely way.

Overall summary

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Although we did not find breaches of regulations, the provider **should**:

- Ensure all non-clinical staff undertake safeguarding training to the appropriate level for their role.
- Continue to take steps to improve uptake of cervical cancer screening and childhood immunisations.
- Continue to improve patient satisfaction with access to the service.

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 Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Lancelot Medical Centre

Lancelot Medical Centre is located at:

19 Lancelot Road

Wembley

HA0 2AL

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice is situated in Brent within the North-West London Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 8,200. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called K&W Healthcare.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth lowest decile (four 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 60.1% Asian, 18% White, 14.9% Black, 3.6% Other and 3.4% Mixed.

There is a team of one full time GP and six regular locum GPs who provide cover at the practice. The practice has a team of one nurse, a diabetes nurse specialist, one healthcare assistant/phlebotomist and two pharmacists. The GPs are supported at the practice by a practice manager and a team of reception/administration staff. Additional clinical staff are provided through the primary care network.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the primary care network, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.