

St Marks Medical Centre

Inspection report

75 Brunswick Road
London
W5 1AQ
Tel: 02088105545

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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?	Requires Improvement	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive inspection of St Marks Medical Centre from 20-23 September 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - requires improvement

Responsive - good

Well-led - good

Following our previous inspection on 23 May 2019, the practice was rated good overall and for all key questions.

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

Why we carried out this inspection

This comprehensive inspection was triggered by concerns raised at a recent inspection one of the provider's other practices, Lady Margaret Road Medical Centre which is separately registered with CQC. This inspection of St Marks Medical Centre was a comprehensive inspection covering all the key questions:

How we carried out the inspection

This inspection was carried out using the following methods:

- Face to face and remote staff interviews.
- Patient interview.
- Completing clinical searches on the practice's patient records system
- 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.

Overall summary

- Patients received effective care and treatment that met their needs.
- Staff were committed to dealing with patients with kindness and respect. However patient feedback about their experience had declined and was below local and national norms.
- 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**:

- Improve patient satisfaction with interactions with staff and involvement in decisions about care.
- Take action to improve cervical screening coverage and tackle any local barriers to uptake.
- Take action to improve childhood immunisations to meet the national targets for all age cohorts.
- Take action to encourage patients to participate in other cancer screening programmes.

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. The team included a GP specialist advisor who spoke with the provider and completed clinical searches and records reviews. The inspection included a site visit which was attended by both team members.

Background to St Marks Medical Centre

St Marks Medical Centre is located in Ealing:

75 Brunswick Road

Ealing

London

W5 1AQ

The practice is part of the North West London Integrated Care System and is a member of The Ealing Network Primary Care Network (PCN).

The practice is provided from a converted residential property with consulting rooms on the ground floor. The practice is accessible.

The practice provides services to approximately 1300 patients under the terms of a General Medical Services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The team comprises a lead GP supported by one regular locum GP. The practice employs a part-time practice nurse and has access to a clinical pharmacist, physiotherapist and a social prescriber through the PCN. There is a part-time practice manager who is accessible remotely when not on duty at the practice and reception staff. Patients can access phlebotomy and some other diagnostic services (for example, ECG testing) at the provider's sister practices in Ealing.

The local population experiences levels of income deprivation similar to the national average. The population is ethnically diverse: around a quarter of patients identify as Asian and around half as white, including local communities of people originating from eastern Europe. The practice has a larger than average proportion of working age males. There is a lower than average prevalence of long-term health conditions and mental health problems and attendances at A&E are lower than average.

The practice is registered as an individual provider with CQC to deliver the regulated activities: diagnostic and screening procedures; maternity and midwifery services; family planning; and treatment of disease, disorder or injury.

The provider also runs two other practices in Ealing (Lady Margaret Road Medical Centre and Lynwood Surgery) which are registered separately with CQC. The provider is in the process of merging the services currently provided at Lynwood Surgery and St Marks Medical Centre at the St Marks Medical Centre site.