

City Road Medical Centre

Inspection report

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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at City Road Medical Centre on 28 March 2019 as part of our inspection programme.

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 and good for the population groups except Families, children and young people which we rated as requires improvement.

We found:

- The practice provided care in a way which kept patients safe and protected them from avoidable harm.
- The practice's performance for uptake of childhood immunisations and cervical screening were below national targets.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. 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.
- The practice had a clear vision and credible strategy to provide high quality sustainable care.

The areas where the provider should make improvements are:

- Review and continue to work to improve uptake of it's child immunisation programme for the benefit of that patient population.

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	Requires improvement	
Working age people (including those recently retired and students)	Good	
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 CQC lead inspector. The team included a GP specialist advisor and a practice nurse specialist advisor.

Background to City Road Medical Centre

City Road Medical Centre is located at 190-196 City Rd, London EC1V 2QH. The surgery has good transport links and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the Regulated Activities: Surgical procedures; Maternity and midwifery services; Treatment of disease, disorder or injury; Diagnostic and screening procedures; and Family planning.

City Road Medical Centre is situated within the NHS Islington Clinical Commissioning Group (CCG) and provides services to approximately 7,540 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivery of services to the local community.

The clinical staff team at the practice includes three female part-time GP partners, six part-time salaried GPs (four female, two male), a regular locum GP and there are currently two training grade doctors. Between them the

GPs provide 56.5 clinical sessions per week. The clinical team is completed by a female part-time practice nurse, a full-time healthcare assistant and two part-time pharmacists.

The non-clinical staff consist of a full-time practice manager, a part-time deputy practice manager and eight administrative and reception staff (who work a mixture of full-time and part time-hours).

Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice population has higher than average levels of income deprivation, for example, 41% of children are affected by income deprivation compared to a local average of 35% and a national average of 20%. Similarly, 38% of older people are affected by income deprivation (local average 37%, national average 20%).