

# Parliament Hill Medical Centre

## Inspection report

113-117 Highgate Road  
London  
NW5 1TR  
Tel: 02074829280

Date of inspection visit: 12 July 2022  
Date of publication: 08/09/2022

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?	Good	
Are services well-led?	Good	

# Overall summary

We carried out an announced inspection at Parliament Hill Medical Centre on 12 July 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective – Good

Caring - Good

Responsive - Good

Well-led - Good

## Why we carried out this inspection

This inspection was a comprehensive inspection as the practice had changed CQC registration status and had not been previously rated by the CQC with this registration.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short 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 have rated this practice as Good overall

We found that:

# Overall summary

- 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.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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**:

- Continue to work with the local CCG to ensure safe storage of paper clinical notes;
- Look at further ways to improve the uptake for the childhood immunisation programme;
- Look at further ways to improve the uptake for the cervical screening programme;

**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 who spoke with staff and 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 Parliament Hill Medical Centre

Parliament Hill Medical Centre is located in Camden, North London and provides services at:

113-117 Highgate Road

London

NW5 1TR

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

The practice is situated within the North Central London Clinical Commissioning Group and delivers Personal Medical Services (**PMS**) to a patient population of about 8000. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth decile (six 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 6.8% Asian, 77% White, 6.8% Black, 6.3% Mixed, and 2.7% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

The practice team consists of two GP partners (both female), three salaried GPs (one female and two male), four GP registrars, a part time practice nurse, one full time nurse associate, a healthcare assistant (currently on maternity leave) a clinical pharmacist and a part time counsellor. They are assisted by a practice manager, assistant practice manager, a team of administrative and receptionist staff and a cleaner.

The practice opening hours are:

Monday 8am – 1pm and 2pm – 6.30pm

Tuesday 8am – 1pm and 2pm – 8pm

Wednesday 8am – 1pm and 2pm – 6.30pm

Thursday 9am – 1pm and 2pm – 6.30pm

Friday 9am – 1pm and 2pm – 6.30pm

The practice is closed on a Saturday and Sunday. Arrangements are in place with a suitable provider to deliver services to patients outside the practice's working hours.

Patients can book appointments in person, on-line or by telephone. Patients can access a range of appointments with GPs and nurses including face to face, telephone and video consultations. Face to face appointments are available on the day and are also bookable up to four weeks in advance. Telephone and video consultations are offered where advice and prescriptions, if appropriate, can be issued and a telephone triage system is in operation where a patients condition is assessed and clinical advice given. Home visits are offered to patients as needed.

The practice has opted not to provide out of hours services to patients and these were provided on the practice's behalf by a nominated provider. The details of how to access the out of hours service are communicated in a recorded message accessed by calling the practice when it is closed. Details can also be found on the practice website.

The practice provides a wide range of services including clinics for diabetes, weight control, asthma, contraception and child health care. The practice also provides travel vaccinations and a range of health promotion services including a flu vaccination programme and cervical screening.