

Parliament Hill Medical Centre

Inspection report

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

Date of inspection visit: 28 November 2023
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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 responsive to people's needs?

Good



Overall summary

We carried out an announced targeted assessment of the responsive key question at Parliament Hill Medical Centre on 28 November 2023. The assessment took place remotely. As part of the assessment we have reviewed the rating for the responsive key question. As a result, the responsive key question has been rated good.

Safe – not rated, the rating of good was carried over from the previous inspection.

Effective - not rated, the rating of good was carried over from the previous inspection.

Caring - not rated, the rating of good was carried over from the previous inspection.

Responsive – as part of this assessment we reviewed the rating for the responsive key question, our judgement was the rating will remain good.

Well-led - not rated, the rating of good was carried over from the previous inspection.

Following our previous inspection on July 2022, the practice was rated good in all five key questions, with an overall rating of good.

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

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities to complete targeted assessments of the responsive key question to better understand the experience of patients and providers.

Outline focus of inspection to include:

- Responsive Key question inspected

How we carried out the inspection

This assessment was completed remotely.

This included:

- Conducting staff interviews using teleconferencing.
- Requesting evidence from the provider.
- Reviewing the data we hold on this provider.
- Reviewing patient feedback reported directly to us, verified patient reviews and patient experience evidence supplied by the provider.

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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:

- Patients could access care and treatment in a timely way.
- We found services were developed to respond to the needs of the local population.
- We saw evidence the practice used complaints to drive improvement.

Whilst we found no breaches of regulations, the provider should:

- Continue to monitor and act on patient feedback relating to the overall experience of making an appointment.

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

This assessment was conducted by a CQC inspector.

Background to Parliament Hill Medical Centre

Parliament Hill Medical Centre is located in Camden, North London 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 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.

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 clinical team consists of two GP partners (both female), four salaried GPs (two female and two male), one female Physician Associate, two practice nurses (one male and one female), a female healthcare assistant, one male clinical pharmacist, two female counsellors and one male drug alcohol counsellor. They are assisted by a practice manager, assistant practice manager, one social prescriber, a reception team of 5 and a four person administration team.

The practice opening hours were Monday to Friday from 8am to 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 could book appointments in person, on-line or by telephone. Patients could access a range of appointments with GPs and nurses including face to face, telephone and video consultations. Face to face appointments could be pre-booked up to four weeks in advance. Telephone and video consultations were offered where advice and prescriptions, if appropriate, could be issued. A telephone triage system was in operation and home visits were offered to patients as needed.

Extended access and out of hours appointments were available through the local GP federation. Pre-bookable appointments were available Monday to Friday from 6.30pm to 8pm and on Saturdays from 9am to 5pm.