

Parkview Medical Centre

Inspection report

56 Bloemfontein Road
Shepherds Bush
London
W12 7FG
Tel: 02087494141

Date of inspection visit: 15 September 2022
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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 well-led?

Good 

Overall summary

We carried out an announced focused inspection at Parkview Medical Centre on 15 September 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - not inspected, rating of good carried forward from previous inspection

Responsive - not inspected, rating of good carried forward from previous inspection

Well-led - good

Following our previous inspections on 16 September 2021 and 2 August 2021, the practice was rated requires improvement overall and for the key questions of safe, effective and well-led. The practice was rated good for the key questions of caring and responsive.

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

Why we carried out this inspection

We carried out this inspection to follow up a breach of the regulations identified at our previous inspection in line with our inspection priorities. We found that the practice was not sufficiently prepared for medical emergencies and was not sharing learning from significant events and this was a breach of Regulation 17 (Good governance).

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 using video conferencing.
- 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 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 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.
- 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**:

- Increase the range of medicines included in its regular audit of teratogenic medicines.
- Improve the uptake of childhood immunisations.
- Make timely arrangements to remove patients from the patient list who have permanently moved away without de-registering.

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 using video conferencing facilities 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. One of CQC's board members also attended the site visit as an observer.

Background to Parkview Medical Centre

Parkview Medical Centre is located within the Parkview Centre for Health and Wellbeing, Cranston Court, 56 Bloemfontein Road, London, W12 7FG. The provider operates another practice nearby (The Medical Centre – Dr Kukar) which is registered separately with CQC.

This is a purpose-built primary health care centre shared with three other GP practices and community health services. The practice has two dedicated consulting rooms and space at a shared reception on the ground floor. It has additional administrative space on the first floor.

The practice provides NHS primary care services to approximately 2200 people living in Hammersmith and Fulham through a General Medical Services (GMS) contract (a contract between NHS England and general practices for delivering general medical services). The practice is part of the North West London Integrated Care System and the North H&F PCN (primary care network) of local GP practices.

The practice population is in the third most deprived decile in England. People living in more deprived areas are more likely to have greater health and social care needs. In particular, the practice population has a relatively high prevalence of serious mental health problems compared to England as a whole. The population has a larger proportion of working age adults than England as a whole and a large cohort of men aged 35-39. The practice population is ethnically diverse.

The practice staff comprises five part-time regular locum GPs; a part-time practice nurse who also has a part-time managerial role; two part-time healthcare assistants and five administrative and reception staff. The team are supported by a clinical GP lead and a managing partner. Patients have the choice of a male or female GP. The practice is open between 8am and 6.30pm Monday to Friday. Patients also have access by appointment to evening and weekend appointments with a GP or nurse at other practices in the area.

The practice is registered with CQC as a partnership to provide the regulated activities of diagnostic and screening procedures; treatment of disease, disorder or injury; and maternity and midwifery services.