

Meanwhile Garden Medical Centre

Inspection report

Unit 5, 1-31 Elkstone Road
London
W10 5NT

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Date of inspection visit: 2 April to 2 April 2019
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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 Meanwhile Garden Medical Centre on 2 April 2019 as part of our inspection programme.

We based our judgement of the quality of care at this service is 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 all population groups.

- 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 we spoke with were positive about working at the practice and the leadership and management team.
- 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.

- There were innovative approaches to providing integrated person-centred care tailored to meet the needs of substance mis-use patients.
- The practice promoted good health and prevention and provided patients with suitable advice and guidance.

The areas where the provider should make improvements are:

- Review the practice definition of significant events to ensure that all staff were clear about what should be recorded as one.
- Continue to implement processes to improve the take up of childhood immunisations.
- Continue to identify Carers to ensure they receive appropriate support.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCP

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	Good	
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 Meanwhile Garden Medical Centre

Meanwhile Garden Medical Centre is situated at Unit 5, 1-31 Elkstone Road, London, W10 5NT. The practice provides primary medical services through a General Medical Services (GMS) contract to 2,819 patients in West London (GMS is one of the three contracting routes that have been made available to enable commissioning of primary medical services). The practice is part of the NHS West London Clinical Commissioning Group (CCG). The ethnicity of the practice population is mainly white with a higher than national average number of people between 20 and 60 years of age. The local area is the second most deprived in the West London CCG (people living in more deprived areas tend to have greater need for health services).

The practice is registered with the CQC to carry out the following regulated activities of diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice team consists of a male GP partner, a female GP partner, a practice manager, an assistant practice manager, practice nurse, a healthcare assistant, and two administration staff. The GP partners operate a 'personal list' system whereby patients choose their preferred GP on registering at the practice. Patients can change GP at any time according to their wishes. They can also see any GP in an emergency.

When the practice is closed, out of hours cover for emergencies is provided by 111 service.