

Knightsbridge Medical Centre

Inspection report

71-75 Pavilion Road
London
SW1X 0ET
Tel: 02082372600
<wwwxxxxxxxxxxxxxx>

Date of inspection visit: 22 November 2019
Date of publication: 05/02/2020

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 Knightsbridge Medical Centre on 22 November 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 population groups older people, long term conditions, working age, vulnerable and mental health. However, we have rated them **requires improvement** for families and children due to their childhood immunisation being lower than the national target.

We found:

- 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. The service routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff demonstrated commitment and engagement with the vision for the service. They were proud to work for the organisation.

- The practice promoted good health and prevention and provided patients with suitable advice and guidance.
- There was a strong focus on continuous learning and improvement at all levels of the organisation. They effectively used the skills and abilities of their staff team to provide innovative and accessible care, treatment and support to their patients
- They were a GMC accredited trainer and had 2 trainee GPs based at the practice at the time of our inspection. They have trained 35 trainees to date.
- There was a commitment and appetite to work with external partners
- The service had comprehensive business development strategy and quality improvement plan that effectively monitored the service provided to assure safety and patient satisfaction.

The areas where the provider should make improvements are:

- Continue to implement processes to improve the take up of childhood immunisations.
- Continue to implement processes to improve take up of cervical smears and diagnosis for other cancers.

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 who was accompanied by GP specialist advisor.

Background to Knightsbridge Medical Centre

The Knightsbridge Medical Centre provides GP led primary care services to around 16,000 patients living in the surrounding areas of Belgravia, Brompton, Knightsbridge and Kensington and Chelsea in South West London. The practice operates in a purpose-built building that is accessible to people with mobility needs. Consultation and treatments are provided across the ground and first floor. The population groups served by the practice included a cross-section of socio-economic and ethnic groups. The practice had a higher than average population of older patients.

The practice has two GP partners one male and one female, seven salaried GPs (two male, five female) and two GP registrars. There are two practice nurses, two health care assistants, practice manager and 15 administration staff.

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

When the practice is closed, out of hours cover for emergencies is provided by 111 service & London Central and West Unscheduled Care Collaborative (LCWUCC)