

# Primrose Hill Surgery

## Inspection report

99 Regents Park Road  
London  
NW1 8UR  
Tel: 02077220038  
www.primrosehillsurgery.co.uk

Date of inspection visit: 2 March 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 caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

# Overall summary

We carried out an announced inspection at Primrose Hill Surgery on 2 March 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

## **How we carried out the inspection/review**

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:

- 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.

# Overall summary

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The areas where the provider should make improvements are:

- Continue to look at ways to improve patient outcomes from the childhood immunisation and cervical screening programmes.
- Carry out a practice patient feedback exercise.

**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

## 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.

## Background to Primrose Hill Surgery

Primrose Hill Surgery is located in North London at:

97-99 Regents Park Road

Camden Town,

London, NW1 8UR

The practice website can be found at [www.primrosehillsurgery.co.uk](http://www.primrosehillsurgery.co.uk)

Primrose Hill Surgery is situated within the NHS North Central Clinical Commissioning Group. The practice holds a General Medical Services contract (a GMS contract is a contract between general practices and NHS England for delivering primary care services to local communities).

The surgery registered with the Care Quality Commission on 4 April 2018 to carry on the regulated activities of Treatment of disease, disorder or injury; Diagnostic and screening procedures; Maternity and midwifery services and Family planning. It has a patient list of approximately 6440 patients.

The clinical team at the practice includes a female full-time GP principal, four part-time salaried GPs (two male and two female), three long term locum GPs, two physician Associates and one paramedic. Between them the GPs provide 28 clinical sessions a week. In addition, there is a female part-time nurse.

The non-clinical staff consist of a part-time business manager, practice manager, six administrative and reception staff and two information technology specialists.

Urgent appointments and home visits are available each day and GPs provide telephone consultations for patients. During evening and weekends, when the practice is closed, patients are directed to an out-of-hours service delivered by another provider.

Primrose Hill Surgery serves a practice population with a deprivation score that is lower than the England average. For example, 15% of children live in income deprived households, compared to the local average of 26% and the national average of 20%.