

Lilyville @ Parsons Green

Inspection report

5-7 Parsons Green
London
SW6 4UL
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Date of inspection visit: 18 August 2021
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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 inspection at Lilyville @ Parsons Green from 11-18 August 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 19 December 2019, the practice was rated Requires Improvement overall and for the key questions: Are services effective? and Are services well-led? It was rated Good for the key questions: Are services safe? Are services caring? and Are services responsive?

The full reports for previous inspections can be found by selecting the 'all reports' link for Lilyville @ Parsons Green on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection to follow up:

- The key questions for: Safe, Effective and Well-led. The ratings for the key questions: Caring and Responsive will be carried forward from the previous inspection.
- The previously identified breach of Regulation 17 (Good governance).
- Specific issues identified for improvement including: low uptake of childhood immunisations and cervical screening; lack of evidence of learning from complaints; an ineffective system for policy review and version control; and, the identification of carers.

How we carried out the inspection

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

Overall summary

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 and for all population groups except for the population group Older people which is rated as Outstanding.

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.
- The practice was collaborative in approach and innovative in meeting the needs of patients with complex needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.
- The practice had taken action to address the risks identified at the previous inspection.

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

- Ensure that patients can reasonably access the service by telephone at busy times of the day
- Continue to work to identify carers who might benefit from additional support.

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	Outstanding	
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 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 Lilyville @ Parsons Green

Lilyville @ Parsons Green provides primary medical services from one site at:

5-7 Parsons Green

London

SW6 4UL

The practice is located in the London borough of Hammersmith and Fulham and within the North West London Clinical Commissioning Group (CCG) area. It is part of the South Fulham primary care network of GP practices.

The practice delivers General Medical Services (GMS) to a population of about 10,000 patients (GMS are delivered through a contract held with NHS England.) The number of registered patients at the practice has grown rapidly over the last 18 months.

The practice is run by a partnership of two GPs. The practice employs a team of salaried GPs, two practice nurses, a health care assistant and a phlebotomist. It uses regular locum clinicians as required. There is a practice manager and reception and administration teams. The practice also has access to a clinical pharmacist employed by the local primary care network. Patients have the choice of a male or female GP. The practice is an accredited training practice. There was a GP registrar in post at the time of this inspection.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, the practice is offering a mix of telephone and face-to face consultations. It also offers the e-consult online service for non-urgent issues.

The practice is open Monday to Friday between the core hours of 8am to 6.30pm. Patients can book extended access primary care consultations (currently offered as telephone consultations) during the late evening and weekend. Out of hours and NHS 111 services are provided by a local provider. The practice provides information on how to access urgent care out of hours on its website and phone line.

Information published by Public Health England shows that income deprivation and unemployment rates in the local area are relatively low and life expectancy is above average. According to the latest available data, the ethnic make-up of the local area is 83% white, 5% Asian and 5% Black. The age and sex profile of the practice population is similar to the English average.

The provider is registered with CQC to deliver the regulated activities: diagnostic and screening procedures; family planning; maternity and midwifery services; and, treatment of disease, disorder or injury.