Athena Medical Centre

Inspection report

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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 Athena Medical Centre on 28 January 2020 as part of our inspection programme.

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 good for all population groups.

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 organised and delivered services to meet patients' 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**:

- Carry out an updated Health and Safety and premises risk assessment.
- Continue to improve the uptake for cervical screening to achieve the national target of 80%.
- Continue to improve the uptake for the childhood immunisation programme to achieve the nationl target of 90% for all four indicators.
- Chase results for the breast cancer screening programme with secondary care providers to ensure practice records are accurate.

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	Good
Working age people (including those recently retired and students)	Requires improvement
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 adviser.

Background to Athena Medical Centre

Athena Medical Centre is a practice hased in Hackney, London, and serves a population of approximately 4,800 patients. The practice is based in an ethnically diverse area (with 47.7% of patients identifying as white, 15.4% as Asian/Asian British, 26.2% as Black/Caribbean/Black British, 6.6% as mixed ethnic groups and 4% as other ethnic groups).

There are two partner GPs (one male and one female) and three long term locum GPs (one male and two female). The practice also employs a full-time nurse. There is a practice manager and five administrative and reception staff. The practice offered a total of 25 GP sessions per week.

The practice is open Monday to Friday between 8am and 6.30pm. extended hours opening is between 6.30pm and 8pm on a Monday and Wednesday. Appointments are available from 9am to 1pm, every weekday morning and from 4pm to 6pm each afternoon. Extended hours appointments with the GP and nurse are available between 6.30pm and 8pm on a Monday and Wednesday.

When the practice is closed, patients are re-directed to a contracted out-of-hours service.

The practice has a slightly lower percentage than the national average of people with a long-standing health condition (34% compared to a national average of 51%). It has a higher percentage of unemployed people compared to the national average (11% compared to 4%). The average male and female life expectancy for the Clinical Commissioning Group CCG area and the practice is in line with the national average for both male and female.

Information published by Public Health England rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The information also shows that Income Deprivation Affecting Older People is 42% which is the same as the CCG average but significantly higher than the national average of 20%. Income Deprivation Affecting Children is 33% which is the same as the CCG average and above the national average of 20%.

The practice is registered to provide diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and for the treatment of disease, disorder or injury.