

Crawford Street Surgery

Inspection report

95-97 Crawford Street
London
W1H 2HJ
Tel: 0207 723 6324
www.crawfordstreetsurgery.co.uk

Date of inspection visit: 19 March 2019
Date of publication: 02/05/2019

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 Crawford Street Surgery on 19 March 2019. We carried out this inspection in response to concerns that one or more of the essential standards of quality and safety were not being met.

At this inspection we have rated this practice as good overall.

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 rated the practice as good for providing safe, effective, caring, responsive and well-led services because:

- The practice had systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice 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 involved and treated patients with compassion, kindness, dignity and respect.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

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

- Improve the auditing process for monitoring patients on high risk medicines.
- Improve patient outcomes in relation to the cervical screening programme and the child immunisation programme.
- Review and improve patient satisfaction with consultations.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a practice manager adviser.

Background to Crawford Street Surgery

Crawford Street Surgery is located at 95-97 Crawford Street, London W1H 2HJ.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures, and treatment of disease, disorder or injury. The provider changed their registration with CQC from a partnership to an individual legal entity in March 2019 and the practice was solely managed by the remaining GP partner.

Crawford Street Surgery is situated in Central London (Westminster) Clinical Commissioning Group (CCG) and provides services to approximately 5,300 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

Staff at the practice consisted of the lead GP (female), three salaried GPs (two female and one male), two regular GP locums (male), a practice nurse (female), two health care assistants (female), a practice manager, and a small team of reception / administration staff.

The age range of patients is predominantly 15 to 44 years. The practice has a lower percentage of patients under 18 years of age and over 65 years when compared to national averages. The National General Practice Profile states that 15% of the practice population is from an Asian background with a further 22% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England rates the level of deprivation within the practice area as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy for the practice is 84 years (national average of 79 years). Female life expectancy for the practice is 87 years (national average of 83 years).