

Dr Pearl Chin

Inspection report

241 Westbourne Grove
Notting Hill
London
W11 2SE
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www.westbournegrovemedical.co.uk

Date of inspection visit: 22 June 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 effective?

Requires Improvement



Overall summary

We carried out a review of Dr Pearl Chin, also known as Westbourne Grove Medical Centre, on 22 June 2021. Overall, the practice is rated as Good.

Safe - Good

Effective – Requires improvement

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 15 January 2020, the practice was rated Good overall and for the key questions safe, caring, responsive and well led and for four of the population groups (Older people; People with long-term conditions; People whose circumstances may make them vulnerable; and People experiencing poor mental health). The practice was rated Requires improvement for providing effective services and for the population groups Families, children and young people and Working age people.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Pearl Chin on our website at www.cqc.org.uk

Why we carried out this review

This review was a focused review of information without undertaking a site visit to follow up on:

- *The population groups Families, children and young people and Working age people.*

How we carried out the 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 reviews differently.

This review was carried out by requesting documentary evidence from the provider and without visiting the location.

Our findings

We based our judgement of the quality of care at this service on a combination of:

- 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 Requires improvement for providing effective services and for the population groups Families, children and young people and People experiencing poor mental health.

We found that:

Overall summary

- Although the practice had improved the systems for monitoring childhood immunisations and cervical screening, uptake rates remained below national targets.

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

- Continue to improve childhood immunisation and cervical screening uptake rates

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	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Requires Improvement	
Working age people (including those recently retired and students)	Requires Improvement	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team was led by a CQC lead inspector who reviewed evidence sent by the provider without visiting the location.

Background to Dr Pearl Chin

Dr Pearl Chin, also known as Westbourne Grove Medical Centre, is located in West London at:

241 Westbourne Grove

Notting Hill

London

W11 2SE

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice is situated within the NHS West London Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 8,650. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as West Hill Health which comprises of eight local practices.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth decile (1 to 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 68% White, 9% Asian, 9% Black, 6% Mixed and 8% Other.

The practice is led by a principal GP (female) and there are four salaried GPs (one male, three female). The GPs are supported by two health care assistants, a practice manager, and six reception/administration staff. Nursing provision is currently covered by locum staff for two days per week.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.