

# Greenbrook Healthcare (Earls' Court) Ltd

## Inspection report

Earl's Court Health & Wellbeing Centre  
2B Hogarth Road  
Earls Court  
London  
SW5 0PT  
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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 Greenbrook Healthcare (Earls' Court) Ltd on 7 February 2019 as part of our inspection programme.

At the last inspection on 15 October 2015 we rated the practice as good overall and good for all population groups.

## **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 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:**

- Take action to review staff knowledge of cold chain policies and incident reporting, and provide staff who return from leave with practice updates.
- Continue to review and improve uptake rates for childhood immunisations and cervical screening.
- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Continue to review and improve patient satisfaction with consultations.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## 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 advisor and a practice nurse specialist advisor.

## Background to Greenbrook Healthcare (Earls' Court) Ltd

Greenbrook Healthcare (Earls' Court) Ltd, also known as Earl's Court Health & Wellbeing Centre, is located at 2b Hogarth Road, Earls Court, London, SW5 0PT. The surgery has good transport links.

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.

Greenbrook Healthcare (Earls' Court) Ltd is situated within West London Clinical Commissioning Group (CCG) and provides services to approximately 5,800 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice also managed a small nurse-led walk-in centre located within the same building. This service managed approximately 5,000 patients per year and was accessible to non-registered patients requiring care for minor illnesses or injuries without prior appointment.

The provider is registered as an organisation. The practice employs a lead GP (female) who is supported by seven salaried GPs (male and female), one practice nurse, a health care assistant, two managers, four receptionists, and an administrator. The walk-in centre employed three enhanced practice nurses on a locum basis.

The age range of patients is predominately 15 to 44 years. The practice has a lower percentage of patients over 65 years when compared to the national average. The National General Practice Profile states that 16% of the practice population is from an Asian background with a further 18% 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 population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.