

# Belsize Priory Medical Practice

## Inspection report

208 Belsize Road  
London  
NW6 4DX  
Tel: 020 7326 8200  
[www.belsizepriorymedicalpractice.co.uk](http://www.belsizepriorymedicalpractice.co.uk)






Date of inspection visit: 30 January 2019  
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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?	Requires improvement 
Are services well-led?	Good 

# Overall summary

We carried out an announced comprehensive inspection at Belsize Priory Medical Practice on 30 January 2019 as part of our inspection programme.

The practice was previously inspected in December 2017 and rated 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 this practice as good overall but requires improvement for providing responsive services. We rated the practice requires improvement for responsive because:

- Patient satisfaction with telephone access and making and accessing appointments was consistently lower than average compared to other GP practices. Although the practice had introduced improvements, the practice had not yet assessed the effectiveness of actions taken and could not demonstrate changes made had been fully embedded and were sustainable.

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:**

- Continue to improve the uptake for childhood immunisations to achieve the national target of 90% or above in all four indicators.
- Continue with efforts to recruit a qualified sample taker to improve cervical screening rates and to improve the uptake for cervical screening to achieve the national target of 80%.
- Follow through with plans to assess the impact of changes made to services and continue to consider where further improvements could be made with a view to improving patient satisfaction levels.

**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

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a GP specialist advisor.

## Background to Belsize Priory Medical Practice

The Belsize Priory Medical Practice is located in the London Borough of Camden at the following address: 208 Belsize Road, London NW6 4DX. The registered provider and Lead GP is Dr Nabila Hanosh. Further information about this practice can be found on the website: [www.belsizepriorymedicalpractice.co.uk](http://www.belsizepriorymedicalpractice.co.uk)

The practice serves approximately 4,400 people living in the local area. People living in the area speak a range of different languages and express a range of cultural needs. The practice population has higher numbers of working-age people (aged 40+ years), and has higher levels of deprivation, compared to the national average.

The practice operates from a single site, which we visited as part of our inspection. It is situated on the first floor of a purpose-built health centre, which also houses a range of other health and social care services. There are six consulting rooms. The service can be accessed by a ramp leading to the first floor. There is also a disabled toilet available.

The practice is registered with the Care Quality Commission (CQC) to carry out the following regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Treatment of disease, disorder or injury.

The practice is led by a female GP and employs one long-term male locum GP. The clinical team is completed by two Physician Associates and a healthcare assistant. There is a practice manager, deputy practice manager and a team of seven non-clinical staff who share reception and administrative duties.

The practice offers pre-bookable and on the day appointments. The practice has appointments from 8:30am to 1pm and 2pm to 6.30pm on Monday to Friday. The practice provides extended opening hours on Tuesdays between 6.30pm and 7.15pm and on Thursdays between 6.30pm and 7.00pm.

The practice hosts a range of additional clinics comprising: a Diabetic Specialist Nurse clinic once a month on a Tuesday; psychological support clinics on Thursdays and Fridays, a social connections clinic on Tuesdays, and an opiate drug misuse clinic every two weeks.