

Churchill Medical Centre

Inspection report

Clifton Road
Kingston Upon Thames
KT2 6PG
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www.churchillmedicalcentre.com

Date of inspection visit: 31 October and 1 November
2023
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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive inspection at Churchill Medical Centre on the 31 October and 1 November 2023. Overall, the practice is rated as good.

Safe – good.

Effective – good.

Caring – good.

Responsive – good.

Well-led – good.

Following our previous inspection on 2 June 2015, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Churchill medical centre on our website at www.cqc.org.uk

Why we carried out this inspection.

We carried out this comprehensive inspection because the practice has not been inspected since 2015.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included.

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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 found that:

- The practice had clear systems, practices, and processes to keep people safe and safeguarded from abuse.

Overall summary

- 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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- As part of the practices work to offer healthcare to the vulnerable and disadvantaged in society, and as part of the commitment to safe surgeries a project was started in early 2022 to try to improve the access to primary care amongst local asylum seekers and refugees.
- Staff had access to a broad range of Wellness resources within a dedicated Wellness Hub.
- The practice encouraged a culture which drove quality sustainable care.
- There was compassionate, inclusive, and effective leadership at all levels.
- There were responsibilities, roles and systems of accountability to support good governance and management.

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

- Take steps to check all equipment has been calibrated.
- Take action to attach the blind cords safely in the Surbiton branch.
- Continue to improve the uptake of childhood immunisations.
- Continue to improve patient access to the practice.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit with a CQC practice nurse specialist adviser. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Churchill Medical Centre

Churchill Medical Centre is located in Kingston Upon Thames at:

Clifton Road

Kingston Upon Thames

KT2 6PG

The practice has two branch surgeries at:

Surbiton

1 Evesham Terrace

St Andrew's Road

Surbiton

KT6 4DS

And

Tudor

164 Tudor Drive

Kingston Upon Thames

KT2 5QG

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 and surgical procedures). These are delivered from all sites.

The practice offers services from both a main practice and the branch surgeries. Patients can access services at either surgery.

The practice is situated within the Southwest London Integrated Care System (ICS) and delivers Personal Medical Services (PMS) to a patient population of about 19,130. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices the Cranbury, Churchill, Orchard, Berrylands Primary Care Network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the 9 (9 out of 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 14.8% Asian, 74.4% White, 3.1% Black, and 4.4% Mixed, and 3.3% other.

There is a team of 18 GPs who provide cover at both practices. The practice has a team of 6 nurses. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager are based at the main location to provide managerial oversight.

The practice is open between 8am to 8pm Monday, Tuesday and Friday, and 8am to 6.30pm on a Wednesday and Thursday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally, where late evening and weekend appointments are available.