

# Hampstead Group Practice

## Inspection report

75 Fleet Road  
London  
NW3 2QU  
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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



Are services well-led?

Good



# Overall summary

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions (insert)

Are services Effective?

Are services Well-led?

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 have rated this practice as good overall.**

We rated the practice as **requires improvement** for providing effective services because:

- The practice's performance for uptake of childhood immunisations was below the World Health Organisation (WHO) minimum uptake target;
- The practice's uptake for its cervical screening programme was below the national uptake target;
- Not all locums had received induction programmes to ensure they had the necessary skills and training to work at the practice and to confirm their qualifications, training (and where necessary medical indemnity cover) were all up to date.

We rated the practice as **good** for providing well-led services because:

- The practice had a clear vision and credible strategy to provide high quality sustainable care.
- Patient views were acted on to improve services and culture.
- There was a strong focus on continuous learning and improvement.

The areas where the provider should make improvements are:

- Continue to work to improve uptake of its cervical screening programme for the benefit of those patients.
- Work to improve uptake of its cancer screening programmes for the benefit of those patient groups.
- Work to improve uptake of its childhood immunisations programme for the benefit of those patients.
- Ensure all staff, including locums, follow an induction programme when starting with the practice to provide them with the skills and knowledge appropriate to their roles.

## **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	Good	
People with long-term conditions	Good	
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	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.

## Background to Hampstead Group Practice

Hampstead Group Practice is located at 75 Fleet Road, London, NW3 2QU. The surgery has good transport links and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the Regulated Activities of: Treatment of disease, disorder or injury; Surgical procedures; Maternity and midwifery services; Diagnostic and screening procedures; and Family planning.

Hampstead Group Practice is situated within the NHS Camden Clinical Commissioning Group (CCG) and provides services to approximately 15,850 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 provider is a partnership which registered with CQC in April 2013.

The clinical team at the practice includes two female and three male part-time GP partners, eight female and three male part-time salaried GPs. As it is a training practice, at the time of our inspection it also had six doctors-in-training on rotational placements. Between them the GPs provide 144 clinical sessions per week (a

whole time equivalent of 18 GPs). The clinical team is completed by three practice nurses (two full-time and one part-time), a full-time clinical pharmacist and two Healthcare Assistants (one full-time and one part-time).

The non-clinical staff consist of a full-time practice manager, a full-time deputy practice manager, a full-time information manager, and a range of administration, secretarial, reception and patients' services assistants, working a combination of full and part-time hours. In addition, the practice shares the employment (with the three other practices which are part of its primary care network) of an IT/premises manager, finance administrator and a bookkeeper/financial assistant.

Information published by Public Health England, rates the level of deprivation within the practice population as six, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Thirty-five per cent of the practice population have a long-standing health condition, compared to a local average of 45.2% and an England average of 51.2%. Eighty-five per cent of the practice population were either in paid employment or were in full-time education compared to a local average of 72% and a national average of 62%. Zero per cent of patients were classified as unemployed compared to a local average of 5% and an England average of 4.4%.