

# KS Medical Centre Limited

## Inspection report

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Date of inspection visit: 31 August 2018  
Date of publication: 01/10/2018

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 responsive?

Good 

# Overall summary

We carried out an announced comprehensive inspection at KS Medical Centre Limited on 17 July 2017. The overall rating for the practice was good. However, within the key question responsive some areas were identified as 'requires improvement', as the practice was had received low responses related to accessibility of appointments in the GP survey July 2017 results.

This inspection was a focused desk based review carried out on 31 August 2018 to confirm the practice had carried out their plan to make improvements. This report covers our findings in relation to those requirements and any additional improvements made since our last inspection.

Overall, the practice is rated as good.

Our key findings were as follows:

- The practice has made improvements relating to access at the practice.

In addition, improvements had been made in the following areas we had recommended;

- The practice had made improvements with the patient participation group and where working with the CCG to establish a fully functional group.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

## Population group ratings

## Our inspection team

A CQC inspector reviewed and analysed the documentary evidence submitted.

## Background to KS Medical Centre Limited

KS Medical Centre Surgery is in the London Borough of Ealing, and provides a general practice service to around 5200 patients from a converted building. The practice is registered as a partnership with the Care Quality Commission (CQC) to provide the regulated activities of: treatment of disease, disorder or injury; diagnostic and screening procedures; family planning; surgical procedures and maternity and midwifery services at one location.

The practice has a General Medical Services (GMS) contract and provides a full range of essential, additional and enhanced services including maternity services, child and adult immunisations, family planning, sexual health and minor surgery.

The practice team comprises of one female and one male GP partner, two locum female GPs and one male locum GP who collectively work a total of 24 clinical sessions a week.

### Why we carried out this inspection

We undertook a comprehensive inspection of KS Medical Centre Limited under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement for the responsive domain. The full comprehensive report following the inspection can be found by selecting the 'all reports' link for KS Medical Centre Limited on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up desk-based focused inspection of KS Medical Centre Limited. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice had made improvements.

They are supported by three practice nurses, two health care assistants, a practice manager, an assistant practice manager and six administration/reception staff.

The practice is currently open five days a week from 8am to 6.30pm Monday and Friday; 8am to 7.30pm Tuesday and Wednesday and 8am to 1pm on Thursday. GP appointments are offered daily from 9am to 12pm Monday to Friday; from 3.30pm to 5.50pm on Monday and Friday; and from 3.30pm to 7.30pm on Tuesday and Wednesday.

When the practice is closed, the telephone answering service directs patients to contact the out of hours provider

# Are services responsive to people's needs?

At our previous inspection 17 July 2017, we rated the practice as requires improvement for providing responsive services as the results from the national GP patient survey showed that patients satisfaction with how they could access care and treatment was lower to local and national averages.

These arrangements had significantly improved when we undertook a follow up inspection on 31 August 2018. The practice is now rated as good for providing responsive services.

## **Timely access to the service**

At our last inspection in July 2017, we found that the practice scores from the GP national survey showed that patients satisfaction relating to access was lower to local and national rates. The practice sent us evidence of the improvements they had made. The practice were now offering a variety of appointment slots, for example patients had the option of requesting a book on the day appointment, anytime bookings, two days and seven-day

advance bookings and eight-week advance bookings. This meant patients had a wide range of choices for appointments. This was also reflected in the GP national survey results published in August 2018.

In addition, the practice provided evidence to show that they had increased the number of patients registered to use online booking facilities from 210 patients to currently 750 patients. The practice were encouraging patients to use this facility and this was being promoted via the practices website, display TV in the patient waiting area and on patient notice boards.

The practice had also recruited additional health care assistants to support the current workforce.

We also saw evidence provided that demonstrated improvements were in progress to ensure patients could easily get through to the practices telephone. This included an option for patient to communicate with the practice via text message for instance when cancelling appointments.

The practice advised that they were continuously reviewing all these systems to provide patients with easy access.