

Third Floor Lanark Road Medical Centre

Inspection report

165 Lanark Road
3rd Floor Medical Centre
London
W9 1NZ
Tel: 02076248616
www.lanarkmedicalcentre.nhs.uk

Date of inspection visit: 19 December 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 responsive to people's needs?

Good



Overall summary

We carried out an announced focused assessment at Third Floor Lanark Road Medical Centre on 19 December 2023. Overall, the practice is rated as good.

Safe - not inspected, rating of good carried forward from previous inspection

Effective - not inspected, rating of good carried forward from previous inspection

Caring - not inspected, rating of good carried forward from previous inspection

Responsive - good

Well-led - not inspected, rating of good carried forward from previous inspection

Following our previous inspection in 2019, 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 Third Floor Lanark Road Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities, to look specifically at access and the other areas covered by the Responsive key question.

How we carried out the assessment

This assessment was carried out in a way without the need for a visit. We:

- assessed data
- spoke to staff using video conferencing
- looked at written evidence using video conferencing.

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 organised and delivered services to meet patients' needs.
- People were generally able to access care and treatment in a timely way.
- Complaints were listened to and responded to and used to improve the quality of care, but were not always responded to within the times expected by guidance.

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

Overall summary

- Improve the complaints handling process so that patients receive an acknowledgement within the expected time.

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 reviewed evidence supplied by the provider.

Background to Third Floor Lanark Road Medical Centre

Third Floor Lanark Road Medical Centre, also known as Lanark Medical Centre, operates from 165 Lanark Road, London, W9 1NZ.

The property is shared with another GP practice and is maintained by NHS Property Services (NHSPS).

The practice has access to three consultation rooms on the third floor. Access to the service is by lift and stairs. The practice provides NHS primary care services under a General Medical Services (GMS) contract (GMS is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract).

The practice is registered as a partnership with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery services, family planning and surgical procedures.

The practice is part of a wider network of GP practices who work together to improve care and services for patients.

The practice has a list size of 3,400 patients.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the 5th decile. 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 52% White, 17% Asian, 11% Black, 7% Mixed, and 14% Other.

The age distribution of the practice population is similar to the local average. Compared to the average practice in England, the practice has fewer older people and young people, and more working age people registered.

The practice has 4 GPs, a practice nurse, and a healthcare assistant. The practice is supported by a team of reception/administration staff and a practice manager.

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

Late evening and weekend appointments are available. Outside of the practice opening times, patients are advised to contact NHS 111.