

# Pembridge Villas Surgery

## Inspection report

45 Pembridge Villas  
London  
W11 3EP  
Tel: 02077272222  
[www.pembridgevillas-w11.nhs.uk](http://www.pembridgevillas-w11.nhs.uk)

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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 undertook a targeted assessment of the responsive key question at Pembridge Villas Surgery. The rating for the responsive key question is Good. As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain 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.

The full reports for previous inspections can be found by selecting the 'all reports' link for Pembridge Villas Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this assessment

We carried out a targeted assessment of the responsive key question. Targeted assessments enable us to focus on certain key questions to explore particular aspects of care.

## How we carried out the assessment.

This assessment was carried out without a site visit

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

## 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 identified and responded to the needs of patients
- National GP patient survey data showed patient satisfaction was higher than local and national averages.
- The practice had implemented initiatives to improve access to appointments.
- Patients could access care and treatment in a timely way.

# Overall summary

**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.

## Background to Pembridge Villas Surgery

Pembridge Villas Surgery is located at: 45 Pembridge Villas, London, W11 3EP

The provider is registered with CQC to deliver the regulated activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures, and treatment of disease, disorder or injury.

The practice is situated within the North West London Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 14,940. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices: West Hill Primary Care Network (PCN)

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the seventh lowest decile (7 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 65.5% White, 12.1% Asian, 9.1% Other, 7.1% Mixed and 6.2% Black.

There is a team of 9 GPs at the practice. The practice has 1 nurse who provides nurse led clinics for long-term conditions and 2 healthcare assistants. There is a team of 4 clinical pharmacists, a pharmacy technician and a social prescriber. The GPs are supported at the practice by a team of reception and administration staff. The practice manager and assistant practice manager provide managerial oversight.

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

Extended access is provided locally by the PCN, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.