

Dr King Stott and Pankhurst

Inspection report

The Surgery
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London
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Date of inspection visit: 16 October 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 Dr King Stott and Pankhurst on 16 October 2023. Overall, the practice is rated as Good.

Safe - Good

Effective – Good

Caring – Good

Responsive – Good

Well-led - Good

Following our previous inspection on 30 September 2015, the practice was rated good overall and good for all key questions.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Dr King Stott and Pankhurst 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 and covered all key areas.

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:

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.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to monitor and encourage parents/guardians to bring children for their childhood immunisations and encourage patients to attend for their appointments for the national cervical screening programme.

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, along with a nurse specialist advisor. The team also 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 Dr King Stott and Pankhurst

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

The practice is a part of the North West London Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 6,800. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called the Brompton Health Primary Care Network (PCN). This comprises 12 local GP practices.

There is a team of 2 female GP partners, 1 male and 1 female salaried GP, 3 GP registrars, 3 pharmacists, 1 practice nurse and 1 health care assistant. The GPs are supported at the practice by a team of reception/administration staff. The practice manager provides managerial oversight of the practice.

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 from 6.30pm -9pm weekday evenings and 8am-8pm on Saturday and Sunday. Out of hours services are provided via the national 111 service.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the 8th lowest decile (8 of 10). The higher the decile, the less deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 14.6% Asian, 70.9% White, 2.7% Black, 4.8% Mixed, and 7% Other.

The age distribution of the practice population shows a lower number of older people compared to national averages.