

Church End Medical Centre

Inspection report

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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Church End Medical Centre on 11 April 2019 as part of our inspection programme.

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 and good for all population groups.

We found that:

- 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.

- The practice organised and delivered services to meet patients' needs.
- 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:**

- Further improve access to the service so that patients can access care and treatment in a timely way.
- Ensure that actions taken to improve following incidents (such as the build up of unactioned documents on the system) are effectively monitored to reduce the risk of recurrence.
- Respond to verbal complaints in line with practice policy and record the outcome of any investigation.

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	Good 
Working age people (including those recently retired and students)	Good 
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 inspector. The team included a GP specialist advisor. The inspection was observed by a second GP specialist advisor and an inspection manager.

Background to Church End Medical Centre

Church End Medical Centre is located at a single site, purpose built medical centre in Brent, West London. It is part of the Harness primary care network covering the Harlesden and Willesden areas of the borough.

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

The practice provides services to around 8100 patients. The principal GP (male) is the registered provider. The practice employs three salaried GPs (male and female); a

senior nurse (independent prescriber), a practice nurse, a health care assistant and a team of administrative staff. It also employs a specialist mental health nurse to run regular sessions at the practice.

The practice population has a higher than average proportion of babies, children and young adults and a relatively low proportion of patients over 65. Registered patients are ethnically and culturally diverse with a relatively high proportion of African-Caribbean patients by ethnicity. The area falls within the 10% most deprived areas of England (as measured by the index of multiple deprivation) with almost 40% of children in the area estimated to be affected by income deprivation.