

# Lisson Grove Health Centre

## Inspection report

Gateforth Street  
London  
NW8 8EG  
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[www.lissongrovehealthcentre.co.uk](http://www.lissongrovehealthcentre.co.uk)

Date of inspection visit: 19 October 2022  
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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 effective?

Good



# Overall summary

We carried out a focused review of Lisson Grove Health Centre on 19 October 2022. Overall, the practice is rated as Good.

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

Effective - Good

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

Responsive - *not inspected, rating of good carried forward from previous inspection.*

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

Following our previous inspection on 5 June 2019, the practice was rated good overall and for the key questions safe, caring, responsive and well-led and for four of the population groups (Older people; people with long-term conditions; people whose circumstances may make them vulnerable; and people experiencing poor mental health). The practice was rated requires improvement for providing effective services and for the working age people population group, and inadequate for the families, children and young people population group.

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

## Why we carried out this review

This review was a focused review of information to follow up on:

- The population groups Families, children and young people and Working age people.

## How we carried out the review

This review was carried out by requesting evidence from the provider and without visiting the location.

## 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 been proactive in improving childhood immunisations and cervical screening uptake rates. Although uptake rates remained below national averages, the practice had worked independently and in collaboration with their primary care network to identify challenges and improve outcomes for patients.
- The practice had improved the identification of carers from 0.8% of the practice list in 2019 to 2.7% of the practice list in 2022. The practice enabled this group of patients to access the care and support they needed

# Overall summary

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

- Improve the uptake of childhood immunisations and cervical cancer screening.

**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 Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC inspector who reviewed evidence sent by the provider without visiting the location.

## Background to Lisson Grove Health Centre

Lisson Grove Health Centre is located in Marylebone, West London at:

Gateforth Street

London

NW8 8EG

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

The practice is situated within the NHS Central London Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 7,000. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as Regent Health Primary Care Network (PCN).

Deprivation within the practice population group is in the second lowest decile (two of 10) of the Index of Multiple Deprivation (IMD 2019). 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 44% White, 21% Asian, 11% Black, 6% Mixed, and 18% Other.

There is a team of ten GPs consisting of three GP partners, four salaried GPs, a GP retainer and two GP locums. The GPs are supported by two practice nurses, two health care assistants, a trainee nursing associate, two practice managers, an administration manager and a team of reception/administration staff.

The practice is open between 8:30am 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 at other GP practices, where late evening and weekend appointments are available.