

# Fitzrovia Medical Centre

## Inspection report

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London  
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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?

Requires improvement 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Fitzrovia Medical Centre on 5 September 2019 to follow up outstanding concerns from our previous inspection on 13 December 2018.

At our inspection on 13 December 2018 we rated the practice good for providing a safe, caring, responsive and well led service and requires improvement for providing an effective service. The practice was rated good overall. However we found a breach of Regulation 17 HSCA (RA) Regulations 2014 Good Governance. We found that the practice did not have adequate systems in place to enable it to deliver performance in line with local and national averages for patients with long term conditions, those with mental health issues, cervical cancer screening and childhood immunisations. Following the inspection, the practice provided an action plan to address the concerns. At our latest inspection in September 2019, we found that these concerns had been addressed.

At this inspection, 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:

- Outcomes for patients were lower than the national average for long term conditions, mental health and child immunisations. The practice had recognised this and had put plans in place to address this and improve outcomes. The practice provided up to date figures for these areas and we found that improvement was being seen for patients with long term conditions.
- The practice had good leadership and governance procedures. Lead members of staff were in place for all areas of governance and appropriate assessments were being undertaken to keep staff and patients safe.
- Patients received effective care and treatment that met their needs.

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

- Continue to look at ways to increase patient outcomes for cancer screening and childhood immunisations.

**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	Requires improvement	
Working age people (including those recently retired and students)	Requires improvement	
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 lead inspector.  
The team included a GP specialist adviser.

## Background to Fitzrovia Medical Centre

The Fitzrovia Medical Centre operates from 31 Fitzroy Square, London, W1T 6EU. It provides NHS primary medical services through a General Medical Services contract to approximately 7,600 patients. The practice is part of the NHS Central London (Westminster) Clinical Commissioning Group (CCG), comprising 35 member practices.

The patient population profile indicates considerably fewer children (9%) and older people (11%) than the national average (17% and 26% respectively). The practice is on the fifth more deprived ductile and 46% of the patients have a long term condition.

The clinical team is made up of two partner GPs (both Female), six salaried GPs (two male and four female), two part time locum GP's, a full time and a part time nurse and a healthcare assistant. The GPs work a combined total of 31 clinical sessions per week. The GPs are supported by a full time practice manager and a team of nine administration and reception staff. The practice is a teaching practice.

The practice is open between 8.30am and 6.30pm on a Monday, Tuesday, Wednesday and Friday, 8.30am to 8.00pm on Thursday. The practice closes each day between 1pm and 2pm, however patients can still access the practice by telephone. Appointments are available between 8.45am to 11.45am each morning and 3.00pm to 6.00pm on Monday, Tuesday, Wednesday and Friday, 5.00pm to 8.00pm on Thursday. The practice has opted out of providing an out of hours service. Patients calling the practice outside operating hours are referred to the local out of hours provider. Details are given on the practice website, together with information regarding a nearby NHS walk in centre which everyone can use.

The practice is registered with the CQC to provide the regulated activities of: Diagnostic and screening procedures, Maternity and midwifery services, Surgical procedures and Treatment of disease, disorder or injury.