

# Fitzrovia Medical Centre

## Inspection report

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Date of inspection visit: 11 May 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 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 inspection of the practice, involving a site visit on 11 May 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

- Safe - Good
- Effective - Good
- Caring - Good
- Responsive - Good
- Well-led - Good

This was the first comprehensive inspection of the practice, which was registered by the CQC in January 2021. Prior to that, another registered person had provided the service. The report of our inspection of the previous service in September 2019 can be found at the following page of our website [www.cqc.org.uk/location/1-581328566](http://www.cqc.org.uk/location/1-581328566)

The record for the new registered service can be found at [www.cqc.org.uk/location/1-10015733020](http://www.cqc.org.uk/location/1-10015733020)

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently. This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements. We carried out a site visit on 11 May 2022 and conducted a series of online and telephone interviews with staff and a member of the patient participation group.

This included:

- Conducting staff interviews using video conferencing and in person;
- Completing clinical searches on the practice's patient records system and discussing findings with the provider;
- 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;
- Information from the provider, patients, the public and other organisations.

We found that:

- People are protected from avoidable harm and abuse;
- People have good outcomes because they receive effective care and treatment that meets their needs;
- People are supported, treated with dignity and respect, and are involved as partners in their care;
- People's needs are met through the way services are organised and delivered;
- The leadership, governance and culture promote the delivery of high-quality person-centred care.

# Overall summary

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

- Proceed with planned process changes and training relating to the management and actioning of Workflow tasks;
- Continue with ongoing initiatives to increase the take up of childhood immunisations and cervical cancer screening;
- Continue with efforts to sustain improvement in relation to patients' access to the service.

**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

## 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, conducting further staff interviews. The team 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 Fitzrovia Medical Centre

Fitzrovia Medical Centre (the practice) operates at 31 Fitzroy Square, London W1T 6EU, within the London Borough of Camden, but the practice is part of the North West London Clinical Commissioning Group (CCG). It delivers healthcare under a General Medical Services contract with NHS England. The patient list numbers approximately 7,700, including residents of both Westminster and Camden. Although there is a high patient turnover, the overall list numbers have remained steady for the last few years. The practice is part of a wider network of nine GP practices, the West End and Marylebone Primary Care Network (PCN), and the Central London Healthcare Federation.

Information published by Public Health England (which has been replaced by UK Health Security Agency) shows that deprivation within the practice population group is in the seventh decile 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 59% white; 23% Asian; 7% black; 5% mixed; 6% other. The local population has above average numbers of working age people, with fewer children and older people. There are more male than female patients registered with the practice.

The provider (a partnership of two GPs) was registered by the CQC in January 2021 to deliver the Regulated Activities: diagnostic and screening procedures; maternity and midwifery services and treatment of disease; disorder or injury.

The clinical team is made up of the two GP partners (both female), three salaried GPs (two female and one male) a long-term locum practice nurse, a healthcare assistant. An additional GP is due to start with the practice in June 2022.

The administrative team comprises the practice manager, operations manager, reception manager, practice secretary, an administrator and four receptionists. The practice also employs a Bengali link worker and shares a pharmacist, care co-ordinator, social prescriber, a health practitioner - who advises on smoking cessation - and a physiotherapist with other practices within the PCN.

The practice operates the following opening times –

Monday 8:30 am – 1:00 pm and 2:00 pm – 6:30 pm

Tuesday 8:30 am – 1:00 pm and 2:00 pm – 6:30 pm

Wednesday 8:30 am – 1:00 pm and 2:00 pm – 6:30 pm

Thursday 8:30 am – 1:00 pm and 2:00 pm – 8:00 pm (extended access)

Friday 8:30 am – 1:00 pm and 2:00 pm – 6:30 pm

Appointments with clinicians are available throughout those hours. An emergency clinic operates between 8:30 and 10:00 am weekday mornings. The practice is closed at weekends.

Routine bookable appointments are typically offered a week in advance. GP appointments are of 15 minutes duration. Longer or double slots are available, for example for long term condition reviews and for patients with additional needs. Appointments can be booked by phone, by attending the practice, or online using the eConsult system introduced at the outset of the COVID pandemic. In common with other practices, due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments had been offered as telephone consultations. However, since June 2021 the practice has been increasing the number of face-to-face appointments available.

Extended access hours are operated by the practice on Thursday evenings, which offers GP, nurse and healthcare assistant appointments. This is in addition to the extended access service provided locally by the Central London Healthcare Federation, where late evening and weekend appointments are available at three nearby hub locations. The out of hours (OOH) service provider is London Central & West Unscheduled Care Collaborative Limited. The OOH service can be contacted via the local area doctors' answering service on 020 8969 0808 or by contacting NHS 111.