

The Circle Practice

Inspection report

Belmont Health Centre
516 Kenton Lane
Harrow
HA3 7LT
Tel: 02084271213
www.thecirclepractice.co.uk

Date of inspection visit: 28 April 2021
Date of publication: 08/06/2021

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 review of The Circle Practice on 28 April 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 15 August 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; Working age people; and People whose circumstances may make them vulnerable). The practice was rated Requires improvement for providing effective services and for the population groups Families, children and young people and People experiencing poor mental health.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Circle Practice on our website at www.cqc.org.uk

Why we carried out this review

This review was a focused review of information without undertaking a site visit to follow up on:

- Uptake rates for childhood immunisations
- Quality and outcomes framework data for mental health indicators
- Staff training for health and safety and equality and diversity
- Process for reviewing unplanned admissions

How we carried out the review

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 reviews differently.

This review was carried out by requesting documentary 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:

- information from our ongoing monitoring of data about services and
- information from the provider and other organisations

We have rated this practice as Good for providing effective services and for the population groups Families, children and young people and People experiencing poor mental health.

Overall summary

We found that:

- The practice had improved the systems for monitoring uptake rates for childhood immunisations. Data showed uptake rates had improved, although they remained below the national target.
- Outcomes for mental health indicators were in line with local and national averages.
- Health and safety and equality and diversity training had been undertaken by all staff.
- The practice had improved their processes for reviewing unplanned admissions.

In addition;

- Clinical staff had received updated safeguarding children and adults training relevant to their role.
- Since the last inspection the practice's cervical screening uptake rates had marginally increased from 61% in 2018/19, to 62% in 2019/20 (Public Health England data). There was then a gradual decrease in uptake rates to 58% in 2020. However, we have taken into account that cervical screening has been adversely affected during the current pandemic. We were also provided with evidence that the practice had made efforts to improve the call / recall system for eligible patients.

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

- Continue to improve childhood immunisation and cervical screening uptake rates

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	Not inspected 
People with long-term conditions	Not inspected 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Not inspected 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

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

Background to The Circle Practice

The Circle Practice is located in Harrow at:

Belmont Health Centre

516 Kenton Lane

Harrow

Middlesex

HA3 7LT

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

The practice is situated within the Harrow Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 8,500. This is part of a contract held with NHS England.

There is a team of four GP partners, a salaried GP, an enhanced practice nurse, two practice nurses, a healthcare assistant, a practice manager, a deputy practice manager, and a team of eight reception / administrative staff. The practice is supported by a pharmacist who works for the primary care network.

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 were telephone consultations. If the GP needed to see a patient face-to-face then the patient was offered an appointment at the practice.