

Hampstead Group Practice

Inspection report

75 Fleet Road

London

NW3 2QU

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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 previously carried out an announced comprehensive inspection at Hampstead Group Practice in November 2019 as part of our inspection programme. We rated the practice as Good overall. We rated the practice Good for providing safe, responsive, caring and well-led services and requires improvement for providing an effective service. You can read the full report by selecting the 'all reports' link for Hampstead Group Practice on our website (www.cqc.org.uk).

We were mindful of the impact of the Covid-19 Pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the Covid-19 Pandemic when considering what type of inspection was necessary and proportionate, this was therefore a desk-based inspection. On 6 October 2021, we carried out a desk-based review to confirm that the practice had carried out improvement plans to their service.

We found that the practice had put measures in place for ongoing improvement. The practice is now rated Good for providing effective services.

We based our judgement of the quality of care at this service on a combination of:

- What we found when we reviewed the information sent to us by the provider;
- Information from our ongoing monitoring of data about services.

We have rated effective as Good because:

- Systems have been put in place to monitor and improve the uptake for the childhood immunisation and cervical screening programmes.
- Systems had been put in place to check locum GPs had the necessary skills, training, qualifications and professional indemnity to work at the practice. A new locum induction procedure had been put in place.

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

We did not visit Hampstead Group Practice during this inspection. The review of information sent by the practice was undertaken remotely by a CQC inspector.

Background to Hampstead Group Practice

Hampstead Group Practice is located at 75 Fleet Road, London, NW3 2QU. The surgery has good transport links and there is a pharmacy located nearby.

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

Hampstead Group Practice is situated within the NHS North Central London Clinical Commissioning Group (CCG) and provides services to approximately 17,800 patients under to terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership which registered with the CQC in April 2013.

The clinical team at the practice includes two female and three male part-time GP partners, eight female and three male part-time salaried GPs. As it is a training practice, at the time of our review it also had six doctors-in-training on rotational placements. Between them the GPs provided 144 clinical sessions per week (a whole time equivalent of 18 GPs). The clinical team is completed by three practice nurses (two full-time and one part-time), a full-time clinical pharmacist and two healthcare assistants (one full-time and one part-time).

The non-clinical staff consists of a full-time practice manager, a full-time deputy practice manager, a full-time information manager, and a range of administration, secretarial, reception and patients' services assistants, working a combination of full and part-time hours. In addition, the practice shares the employment (with the three practices which are part of its primary care network) of an IT/premises manager, finance administrator and a bookkeeper/financial assistant.

The practice is open between 8.00am and 7.00pm Monday, Wednesday and Friday. On Tuesday and Thursday the practice is open between 8.00am and 8.00pm. Routine clinics are run between 8.30am to 11.30am and 3.30pm to 6.30pm each day.

Information published by Public Health England, rates the level of deprivation within the practice population as six, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Thirty-five percent of the practice population have a long standing health condition, compared to the local average of 45.2% and the national average of 51.2%. Eighty-five percent of the practice population were either in paid employment or were in full-time education compared to a local average of 72% and the national average of 62%. Zero percent of patients were classified as unemployed compared to a local average of 5% and the national average of 4.4%.