

Kingsbury Health and Wellbeing

Inspection report

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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an inspection of this service on the 10th December 2019 following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

Are services effective?

Are services well-led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

Are services Safe? – Good

Are services Caring? - Good

Are services Responsive? – Good

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 organizations.

We have rated this practice as good overall and good for all population groups.

We found that:

- Patients received effective care and treatment that met their needs. The practice had systems in place to conduct evidence-based care and monitor their performance. Published practice performance data shows that the practice is in line with most current performance targets in comparison to other services in their area.
- The practice demonstrated ongoing quality improvement activity with clinical audits in operation.
- The practice had systems in place to manage risks.
- The practice demonstrated clear systems of governance in place to learn from complaints, incidents and feedback.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Improve the practice's arrangements for ensuring good governance and leadership are sustained in the longer term.

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
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 Care Quality Commission (CQC) inspector and a GP specialist adviser.

Background to Kingsbury Health and Wellbeing

Kingsbury Health and Wellbeing is a GP practice in Brent, London and holds a General Medical Services (GMS) contract. The surgery has good transport links and there is a pharmacy located nearby.

The practice is registered with the Care Quality Commission to provide: diagnostic and screening procedures; family planning, maternity and midwifery services; surgical procedures; and treatment of disease, disorder or injury. These are delivered from one site.

Kingsbury Health and Wellbeing is situated within the Brent Clinical Commissioning Group (CCG) and provides services to around 4,800 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is an individual female GP. The practice employs several regular male and female locum GPs, a

full-time practice manager, two practice nurses, a healthcare assistant, pharmacist, phlebotomist and several administrative staff. The practice is part of a primary care network.

The Kingsbury Health and Wellbeing General Practice Profile states that 49% of the practice population is from an Asian background with a further 19% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81.2 years compared to the national average of 79 years. Female life expectancy is 84.8 years compared to the national average of 83 years.