

Belsize Priory Medical Practice

Inspection report

208 Belsize Road
London
NW6 4DX
Tel: 02073268200
www.belsizepriorymedicalpractice.co.uk






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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

Why we carried out this inspection

We carried out an announced focussed inspection at Belsize Priory Medical Practice between 22nd-27th June 2022.

We carried out this inspection to follow up on the previous inspection carried out in September 2021 where the practice received a requires improvement rating for the safe, effective and well domains. We also issued requirement notices for breaches of Regulation 15 HSCA (RA) Regulations 2014 Premise and Equipment and Regulation 12 HSCA (RA) Regulations 2014 Safe care and Treatment.

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

At this inspection we were satisfied all previous concerns had been rectified and the requirement notices had been met.

The following ratings have been applied at this inspection:

Safe - Good

Effective - Good

Caring - Good (carried over from previous inspection)

Responsive – Good (carried over from previous inspection)

Well-led – Good

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, considering 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.

This included:

- Conducting staff interviews using video conferencing
- 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:

Overall summary

- 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 have rated this practice as Good overall

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- 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**:

- Continue with efforts to improve the uptake of cervical 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

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. 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 Belsize Priory Medical Practice

The Belsize Priory Medical Practice is located in the London Borough of Camden at the following address: 208 Belsize Road, London NW6 4DX. The registered provider and Lead GP is Dr Nabila Hanosh. Further information about this practice can be found on the website: www.belsizepriorymedicalpractice.co.uk.

The practice serves approximately 5000 people living in the local area. People living in the area speak a range of different languages and express a range of cultural needs. The practice operates from a single site, which we visited as part of our inspection. It is situated on the first floor of a purpose-built health centre, which also houses a range of other health and social care services. There are six consulting rooms. The service can be accessed by a ramp leading to the first floor. There is also a disabled toilet available.

The practice is registered with the Care Quality Commission (CQC) to carry out the following regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Treatment of disease, disorder or injury. The practice is led by a female GP and employs one long-term male locum GP. The clinical team is completed by a practice nurse, two Physician Associates and a healthcare assistant. There is a deputy practice manager and a team non-clinical staff who share reception and administrative duties.

The practice offers pre-bookable and on the day appointments. The practice has appointments from 10am to 1pm and 3pm to 6.30pm on Monday to Friday. The practice provides extended opening hours on Tuesdays between 6.30pm and 7.

In addition to the extended hours operated by the practice, the CCG has commissioned an extended hours service, operating from 6.30pm until 8pm on weekdays and between 8am and 8pm at weekends and bank holidays at three sites across the borough. Appointments can be booked by patients contacting their own general practice. There is also a walk-in service available to all patients at a central location. The practice has opted out of providing an out of hours service. Patients calling the practice when it is closed are connected to the local out-of-hours service provider. There is information given about the out-of-hours service provided on the practice website.