

The Randolph Surgery

Inspection report

235a
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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 announced comprehensive inspection at The Randolph Surgery on 27 February 2020 as part of our inspection programme.

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 organisations.

We have rated this practice as good overall and good for all population groups with the exception of families, children and young people which we rated as requires improvement.

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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- 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 to review antibiotic prescribing to bring in line with local and national averages.
- Continue to improve childhood immunisation and cervical screening uptake.
- Continue to improve patient satisfaction with the service provided.
- Develop the patient participation group to ensure it better represents the patient population in terms of age and ethnicity.

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	Good 
People with long-term conditions	Good 
Families, children and young people	Requires improvement 
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 CQC lead inspector. The team included a GP specialist advisor and a practice nurse specialist advisor.

Background to The Randolph Surgery

The Randolph Surgery is located at 235a Elgin Road, London, W9 1NH. The surgery has good transport links and there is a pharmacy located nearby.

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

The Randolph Surgery is situated within the Central London (Westminster) Clinical Commissioning Group (CCG) and provides services to 8,385 patients under the 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 AT Medics Limited took over the contract for The Randolph Surgery in May 2019. The practice employs one male and four female GPs, a physician associate, two part-time nurses, a pharmacist, a health care assistant, a

practice manager and several administration staff. The staff at the practice are provided with additional support from the AT Medics corporate team. The practice is currently part of a wider network of GP practices and a GP federation.

There are higher than average number of patients between 15 and 44 years, and fewer patients aged over 65 than the national average. The National General Practice Profile states that 63.9% of the practice population is from a White background, 11.5% of the population from an Asian background and a further 24.6% 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 five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 83 years compared to the national average of 79 years. Female life expectancy is 88 years compared to the national average of 83 years.