

# Kingsbury Health and Wellbeing

## Inspection report

245 Stag Lane  
London  
NW9 0EF  
Tel: 02082040777  
[www.kingsburyhealthandwellbeing.co.uk](http://www.kingsburyhealthandwellbeing.co.uk)

Date of inspection visit: 12 April 2022  
Date of publication: 08/06/2022

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

We carried out an announced inspection at Kingsbury Health and Wellbeing on 12 April 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

## **Why we carried out this inspection**

We carried out a comprehensive inspection at Kingsbury Health and Wellbeing as part of our inspection programme.

## **How we carried out the inspection**

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 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:

- 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:

# Overall summary

- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

**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 Kingsbury Health and Wellbeing

Kingsbury Health and Wellbeing is located in Kingsbury, North West London at:

245 Stag Lane

London

NW9 0EF

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

The practice is situated within the borough of Brent and is part of the North West London Clinical Commissioning Group (CCG). The practice delivers General Medical Services (GMS) which is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as K&W North Primary Care Network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the seventh decile (seven of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 49% Asian, 32% White, 11% Black, 4% Mixed, and 4% Other.

The practice is led by a GP principal (female). The GP principal is supported by a salaried GP, two long-term GP locums, practice nurse, health care assistant, phlebotomist, pharmacist, practice manager and a team of reception/administration staff. The practice receive support from PCN staff including two pharmacists and a social prescriber.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally at hub locations, where late evening and weekend appointments are available.