

Dr Pearl Chin

Inspection report

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Date of inspection visit: 15 January to 15 January 2020
Date of publication: 25/03/2020

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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr Pearl Chin 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 the population groups older people, long term conditions, people whose circumstances make them vulnerable and people experiencing poor mental health. However, we have rated them requires improvement for Effective and the population groups families and children and working age, due to their childhood immunisation and smear rates being lower than the national target.

We found:

- 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 service routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines.

- They offered home visits and urgent appointments for those with enhanced needs and complex medical issues.
- Staff demonstrated commitment and engagement with the vision for the service. They were proud to work for the organisation.
- The practice promoted good health and prevention and provided patients with suitable advice and guidance.
- There was a focus on continuous learning and improvement at all levels of the organisation.
- There was a commitment and appetite to work with external partners
- The service had comprehensive business development strategy and quality improvement plan that effectively monitored the service provided to assure safety and patient satisfaction.

The areas where the provider should make improvements are:

- Continue to implement processes to improve the take up of childhood immunisations.
- Continue to implement processes to improve the take up of cervical smears.

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)	Requires improvement	
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 who was accompanied by GP specialist advisor.

Background to Dr Pearl Chin

Dr Pearl Chin, also known as Westbourne Grove Medical Centre, provides GP led primary care services through a General Medical Services (GMS) contract to around 7,300 patients living in the surrounding areas of Notting Hill. The local area is a mixed community and there is a wide variation in the practice population.

The practice staff comprise of a female GP principal, one male and three female salaried GPs, two practice nurses, two health care assistants (HCA), a practice manager and a small team of reception/administrative staff. The practice is registered with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder and injury, surgical procedures, family planning and maternity and midwifery services.

The practice was open between 8am to 6.30pm on Mondays to Fridays. The telephones were staffed throughout working hours. Appointment slots were available throughout the opening hours. Patients also had access to evening and weekends appointments at a local HUB. The out of hours services are provided by an alternative provider. The details of the 'out of hours' service were communicated in a recorded message accessed by calling the practice when closed and details can also be found on the practice website. Longer appointments were available for patients who needed them and those with long-term conditions. This also included appointments with a named GP or nurse. Pre-bookable appointments could be booked up to two weeks in advance; urgent appointments were available for people that needed them. Patients could book appointments online