

St Marks Medical Centre

Inspection report

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Date of inspection visit:

Date of publication: 31/07/2019

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 ST Marks Medical Centre on 23 May 2019 as part of our inspection programme. This is the providers first inspection since registering with the Care Quality Commission in May 2018.

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 apart from, Families, children and young people due to low uptake rates for childhood. immunisations.

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.

The provider **should**:

- Continue to improve cervical screening and childhood immunisation uptake to bring in line with recognised targets.

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 manager specialist advisor.

Background to St Marks Medical Centre

St Marks Medical Centre provides services to approximately 1650 patients in the surrounding areas of Ealing through a general medical services contract. The practice is located in a converted residential property. The practice is registered as a sole provider with the Care Quality Commission (CQC) to provide the regulated activities of: treatment of disease, disorder or injury; diagnostic and screening procedures; family planning services and maternity and midwifery services.

The practice area is rated in the sixth less deprived decile of the Index of Multiple Deprivation (IMD). People living in more deprived areas tend to have a greater need for health services.

The practice has one male principal GP working a total of four sessions and employs two long-term locum GPs, a female and male working five sessions respectively, giving a total of nine sessions. The rest of the practice team consists of one-part time practice nurse, a part time

health care assistant and three administrative staff, a part time clinical pharmacist and a part time practice manager who works across two other sites that are owned by the principal GP.

The practice is open Monday to Friday from 9am to 1pm and from 3pm to 6.30pm apart from Thursday afternoon when the practice is closed. Appointments are available morning and afternoon when the practice is open.

Out of hours primary care is contracted to a local out of hours care provider including the early morning and lunch periods and Thursday afternoons when the practice is closed. The practice provides patients with information in the practice leaflet, on an answerphone about how to access urgent care out of hours.

The practice can also direct patients to the local primary care 'hub' service which offers appointments with GPs and nurses in the evenings and at weekends.