

Earls Court Medical Centre

Inspection report

248 Earls Court Road
London
SW5 9AD
Tel: 02078351455
www.earlscourtmedicalcentre.co.uk

Date of inspection visit: 14 January 2020
Date of publication: 27/02/2020

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 Earls Court Medical Centre on 14 January 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 requires improvement for effective services which relates to the population groups families, children and young people and working age people as childhood immunisation and cervical screening outcomes were significantly below national targets.

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 had received training appropriate to their roles and any further training needs had been identified and planned.

- 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.
- There was a clear leadership structure and staff felt supported by management.
- 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 and improve the uptake of cervical screening and the childhood immunisation programme.
- Review the monitoring of immunisation status for staff in direct patient contact in line with guidance.
- Action the outcomes of the recent Infection Prevention and Control (IPC) audit.

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. The team included a GP specialist advisor and a practice nurse specialist advisor.

Background to Earls Court Medical Centre

Earls Court Medical Centre is situated at 248 Earls Court Road, London, SW5 9AD in a three-storey purpose-built medical centre. Clinical rooms are located on the first and second floor, which are accessible by lift and stairs. The practice holds a General Medical Services (GMS) contract with NHS West London Clinical Commissioning Group (CCG) and provides services to approximately 6,200 patients.

The practice is registered as a partnership with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery services, family planning and surgical procedures.

The practice includes two GP partners (one male and one female) and two salaried GPs (one male and one female), totalling 19 clinical sessions per week. They are supported by a part-time practice nurse and a full-time healthcare assistant.

The practice core hours are between 8am and 6.30pm Monday to Friday. Extended hours appointments are available on Saturday from 9am to 3pm for doctor and healthcare assistant appointments. In addition, patients can also access GP and practice nurse appointments from 6.30pm-8pm on Monday to Friday and from 8am-8pm on Saturdays and Sundays at GP hubs in the area. The practice has opted out of providing out-of-hours services to their own patients and directs patients to the NHS 111 service.

Information published by Public Health England rates the level of deprivation within the practice population group as four on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Data shows that almost 60% of patients at the practice area were from Black and Minority Ethnic (BME) groups.