

Pimlico Health @ The Marven

Inspection report

Marven Medical Centre
46-50 Lupus Street
London
SW1V 3EB
Tel: 02078346969

Date of inspection visit: 20 December 2022
Date of publication: 09/02/2023

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 effective?

Good



Overall summary

We carried out a focused review of Pimlico Health @ The Marven on 20 December 2022. Overall, the practice is rated as Good.

Safe - *not inspected, rating of good carried forward from the previous inspection.*

Effective - Good

Caring - *not inspected, rating of good carried forward from the previous inspection.*

Responsive - *not inspected, rating of good carried forward from the previous inspection.*

Well-led - *not inspected, rating of good carried forward from the previous inspection.*

Following our previous inspection on 3 December 2019, the practice was rated good overall and for the key questions safe, caring, responsive and well-led and for four of the population groups (Older people; people with long-term conditions; people whose circumstances may make them vulnerable; and people experiencing poor mental health). The practice was rated requires improvement for providing effective services and for the working age people population group, and the families, children and young people population group.

The full reports for previous inspections can be found by selecting the 'all reports' link for Pimlico Health @ The Marven on our website at www.cqc.org.uk.

Why we carried out this review

We carried out this focused review to follow up 'shoulds' identified in the previous inspection. They were:

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

How we carried out the review

This review was carried out by requesting evidence from the provider and without visiting the location.

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 found that:

- The practice had been proactive in improving childhood immunisations and cervical screening uptake rates. Although uptake rates remained below national averages, the practice had worked independently and in collaboration with their primary care network to identify challenges and improve outcomes for patients.
- We saw evidence that the practice nurse had completed training in relation to their role of infection prevention and control lead.

Overall summary

- The practice improved the identification of the number of carers from 128 carers in December 2019 to 198 carers in December 2022. The practice enabled this group of patients to access the care and support they needed.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to improve the uptake of childhood immunisations and cervical cancer screening.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC inspector who reviewed evidence sent by the provider without visiting the location.

Background to Pimlico Health @ The Marven

Pimlico Health @ The Marven is located in Central London at:

Marven Medical Centre

46-50 Lupus Street

London

SW1V 3EB

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

The practice is situated within the North West London Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 14,450. This is part of a contract held with NHS England.

The practice is part of the South Westminster Primary Care Network (PCN).

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

According to the latest available data, the ethnic makeup of the practice area is 71% White, 12% Asian, 7% Black, 4% Mixed, and 6% Other.

The majority of patients within the practice are of working age. The working age practice population is higher, and the older people practice population is lower than the national average.

There are five GP partners, two salaried GPs, a GP Registrar and a foundation training doctor. The practice employs two practice nurses, an advanced nurse practitioner (ANP), a clinical pharmacist and two health care assistants (HCAs). The partners are supported by a practice manager, a business manager and a team of administrative and reception staff.

The practice is open between 8am and 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, online appointments, telephone consultations and advance appointments. The practice also provides emergency duty doctor clinic Monday to Friday from 8am to 6.30pm and Patches online consultation.

Extended access is provided at the extended access hubs Monday to Friday from 6.30pm to 8pm on Saturdays and Sundays between 8am and 8pm.

Out of hours primary care is contracted to a local out of hours care provider. The practice provides patients with information about how to access urgent care when the practice is closed on its website, answerphone and at the practice door, primarily informing patients to telephone the 111 service.