

Pembridge Villas Surgery

Inspection report

45 Pembridge Villas
London
W11 3EP
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Date of inspection visit: 14 November 2019
Date of publication: 23/01/2020

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?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Pembridge Villas Surgery on 14 November 2019 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 all population groups, except for the population group working age people which was rated as requires improvement as cervical screening uptake was below target.

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. In particular, patients said they found it easy to make an appointment and feedback was positive about the practice's daily walk-in appointment system.
- 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:

- Review the cleaning and storage of cleaning equipment at the practice.
- Continue to review and improve the uptake of cervical screening and the childhood immunisation programme.

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	Good	
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 Pembridge Villas Surgery

Pembridge Villas Surgery is located at 45 Pembridge Villas, London, W11 3EP in a three-storey, converted residential property. Clinical rooms are located on the ground and first floor. The practice holds a Personal Medical Services (PMS) contract with NHS West London Clinical Commissioning Group (CCG) and provides services to approximately 10,500 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 team includes two male partners, two male and one female salaried GP (totalling 41 sessions per week), one full-time and one part-time practice nurse, one full-time and one part-time healthcare assistant, two pharmacists (six sessions per week), a full time-practice manager and part-time assistant practice manager and a team of seven reception staff.

The practice core hours are between 8am and 6.30pm Monday to Friday. Extended hours appointments are available from 7am to 8am for doctor-led pre-bookable

appointments, from 6.30pm to 8pm for pre-bookable doctor and nurse appointments and on Saturday for pre-bookable doctor 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 offers an array of appointments which includes daily walk-in clinics from 8.45am to 10am Monday to Friday and from 4pm to 6.30pm Monday, Tuesday, Thursday and Friday. Pre-bookable appointments are available from 10.30am to 12pm and 1.30pm to 4pm Monday, Tuesday, Thursday and Friday and from 8am to 8.30am, 10.30am to 12pm and 5.30pm to 6.30pm on Wednesday.

Information published by Public Health England rates the level of deprivation within the practice population group as six on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Data shows that almost 28% of patients at the practice area were from Black and Minority Ethnic (BME) groups. The practice has a predominantly young adult population between the ages of 25 and 44.