

Adelaide Medical Centre

Inspection report

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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 focused inspection at Adelaide Medical Centre on 20 June 2019. At this inspection we re-assessed the practice in the effective and well-led key questions. As we did not inspect the safe, caring and responsive domains these domain ratings remain as good.

At our previous inspection, on 21 June 2018, and rated the practice as good for safe, caring, responsive and well-led. We rated effective as requires improvement as there was concerns regarding the uptake of cervical screening and childhood immunisations.

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 working age population group which remains as requirements improvement. This is because although the practice had made progress in increasing the uptake of cervical screening, the uptake rate was still below the national target of 80% (please see evidence tables for more details).

We found that:

- The practice had adequately increased the uptake of childhood immunisations rates.
- The practice carried out clinical audits to improve patient outcomes.
- The practice was able to show that staff had the skills, knowledge and experience to carry out their roles.
- There were arrangements for identifying, recording and managing risks, issues and implementing mitigating actions and these were operated effectively.
- 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 with efforts to improve cervical screening uptake rates.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

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 Adelaide Medical Centre

The Adelaide Medical Centre operates from 111 Adelaide Road, London NW3 3RY. It provides NHS primary medical services through a General Medical Services contract to approximately 11,500 patients. The practice has a deprivation score of 6 out of 10 (10 being the least deprived) and approximately 29% of patients are from a Black and minority ethnic background.

The practice is a GP partner led practice. The practice has five GP partners, four of whom are female and one who is male. The practice also employs three salaried GP's who are all female. The provider is a training practice and currently has two GP registrars working at the practice. The clinical team is completed by two practice nurses, and a full-time healthcare assistant. There is also a full-time practice manager, deputy practice manager, and administration staff.

The practice's opening hours are 8.00am to 6.30pm, Monday to Friday, with clinical appointments available throughout the day from 8.30am. It operates extended hours for booked appointments on Monday and Friday mornings, between 7.30am and 8.30am and on Wednesday evening between 6.30pm and 8.00pm. It also

offers booked appointments on Saturday morning between 8.00am and 10.00am. Phone lines operate from 8.30am to 6.00pm, Monday to Friday. Guidance on when to call the practice for specific issues is given on the practice website. The practice remains open at lunchtime.

In addition to the extended hours operated by the practice, the CCG has commissioned an extended hours service, which operates between 6.30pm and 8pm on weeknights and from 8am to 8pm at weekends at four external "Hub" locations across the borough. Patients may book appointments with the service by contacting the practice or the Hubs themselves.

Patients calling the practice outside operating hours are referred to the local out-of-hours provider. Details for the out of hours service are given on the practice website and displayed in the practice.

The practice is registered with the CQC to provide the regulated activities of Treatment of disease, disorder or injury, Diagnostic and screening procedures, Maternity and midwifery services and Surgical procedures.