

Chelsea Medical Services

Inspection report

45 Rosary Gardens
London
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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Chelsea Medical Services on 20 April 2022. Overall, the practice is rated as Good.

The ratings for each key question are as follows:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 30 November 2020 the practice was rated Requires Improvement overall and for the Safe and Effective key questions. It was rated Good for being Caring, Responsive and Well-Led.

The full reports for previous inspections can be found by selecting the 'all reports' link for Chelsea Medical Services on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection to follow up on:

- The Safe, Effective and Well-led key questions
- Regulatory breach in relation to the care of patients prescribed high risk medicines.
- Areas where we told the provider they should improve which included cervical cancer screening, risk management, quality improvement and accessible practice literature.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Overall summary

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 have rated this practice as Good overall

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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- 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 and improve patient uptake in cervical screening and childhood immunisations.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Chelsea Medical Services

Chelsea Medical Services is located at 45 Rosary Gardens, Kensington, London, SW7 4NQ. There are good transport links with tube stations and buses and there is a pharmacy nearby. The practice provides NHS services through a Primary Medical Services (PMS) contract to around 3600 patients. The practice is part of the West London Clinical Commissioning Group (CCG) and is part of the Kensington and Chelsea South Primary Care Network and Kensington and Chelsea GP Federation.

The practice is run by two GP partners. There are also two long-term locum GPs and two clinical pharmacists. The practice has a healthcare assistant and three administrative/reception members of staff who work a combination of full and part time hours.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury and maternity and midwifery services.

The practice population is in the eighth most deprived decile in England. Public Health England rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest level of deprivation and level ten the lowest. There is a higher than the national average number of patients between 15 and 44 years of age. Ethnicity data shows 76% of the practice's population identify as White, 11% as Asian, 5% Mixed, 5% Other and 3% Black.

The practice reception is open on Monday between 8.00am-8.00pm, and Tuesday-Friday between:8.00am-6.30pm. Patients may book appointments by telephone, online or in person. When the practice is closed, patients are directed to contact the local out of hours service via NHS 111. This information can be accessed on the practice website.