

Marylebone Health 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?

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 Marylebone Health Centre on 13 November 2019 as part of our inspection programme.

We based our judgement of the quality of care at this service is 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 population groups older people, long term conditions, vulnerable and mental health. However, we have rated them requires improvement for families and children and working age, due to their childhood immunisation and smear rates being lower than the national target.

We found:

- 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. The service routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines.
- Staff demonstrated commitment and engagement with the vision for the service. They were proud to work for the organisation.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- There were innovative approaches to providing integrated person-centred care tailored to meet the needs of substance mis-use patients.
- The practice promoted good health and prevention and provided patients with suitable advice and guidance.
- There was a strong focus on continuous learning and improvement at all levels of the organisation. They effectively used the skills and abilities of their staff team to provide innovative and accessible care, treatment and support to their patients

- There was a commitment and appetite to work with external partners
- The service had comprehensive business development strategy and quality improvement plan that effectively monitored the service provided to assure safety and patient satisfaction.

We saw the following areas of outstanding practice:

- The practice held regular events in collaboration with the PPG. For example, they had held well men and well women's walk-in days. Where patients, staff and people from the local community had access to GPs and nurses for screening, various health checks and healthy living advice. These sessions were attended by 20 -30 patients. People also received information about the benefits of gentle exercise and as a result of these one GP has started a weekly walking session where 6-8 patients regularly attend.
- The practice facilitated educational events where healthcare specialists and professionals in the subject area were invited to give presentations to patients, staff and the local community. The most recent one focused on Alzheimer's and Dementia.

The areas where the provider should make improvements are:






- Continue to implement processes to improve the take up of childhood immunisations.
- Continue to implement processes to improve take up of cervical smears.
- Ensure all staff are aware of the system to circulate and record any action taken in relation to patient's safety alerts.

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 who was accompanied by GP specialist advisor.

Background to Marylebone Health Centre

Marylebone Health Centre provides GP led primary care services to around 10,000 patients living in the surrounding areas of Marylebone, Regents Park, Fitzrovia, and Mayfair. The practice is located within the City of Westminster. The Indices of Multiple Deprivation shows the practice is located in an area that has a multiple deprivation score of 7 (1 being the most deprived and 10 the least). The practice holds a General Medical Services (GMS) contract with NHS England for delivering primary care services to the local community. The practice has a higher proportion of patients between the ages of 20-44, when compared with the England average. The proportion of patients under the age of 19 and over the age of 60 is lower than the England average.

The practice has two male GP partners and six salaried GPs (two male, four female) who collectively offer 37 sessions per week. The practice is a training practice and currently has a foundation year two doctor and a registrar who offer seven sessions each per week. There are three practice nurses, two health care assistants, practice manager and 7 administration staff.

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