

Islington Central 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 comprehensive inspection at Islington Central Medical Centre (“the practice”) on 4 December 2018 as part of our inspection programme. At our previous inspection in April 2015, we rated the practice as good overall and in relation to the five key questions and six population groups.

We base our judgement of the quality of care at the practice on a combination of:

- What we found when we inspected;
- Information from our ongoing monitoring of data about services; and
- Information from the practice, patients, the public and other organisations.

At this inspection, we have again rated the practice as good overall and good for all population groups.

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.
- Feedback from patients and stakeholders was consistently positive.

- 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.
- 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 encourage and improve take-up rates for childhood immunisations.
- Continue to monitor the recent telephone system upgrade in to ensure increased patient access to the service.
- Proceed with plans to implement an in-house system of appraisals for clinical staff.
- Proceed with plans to obtain a supply of easy-read material relating to the service and healthcare issues.

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

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

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)	Good	
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 adviser and a practice nurse specialist adviser.

Background to Islington Central Medical Centre

The Islington Central Medical Centre (the practice) operates from 28 Laycock Street, London N1 1SW. It provides NHS primary medical services through a General Medical Services (GMS) contract to approximately 19,000 patients. The practice is part of the NHS Islington Clinical Commissioning Group (CCG) which is made up of 40 general practices. The patient profile for the practice is predominantly of adults of working age (73% being under 45 years old) with fewer older people compared with CCG and national averages. The deprivation level in the practice area is slightly above mid-range.

The provider is registered with CQC to deliver the Regulated Activities Diagnostic and screening procedures, Maternity and midwifery services, Family planning, Surgical procedures and Treatment of disease, disorder or injury.

The clinical team is made up of two partner GPs and 17 salaried GPs, three practice nurses and a healthcare assistant. Twelve of the GPs are female and seven male. They work varying weekly clinical sessions, amounting to the equivalent of 10.5 whole-time GPs. The practice was in the process of recruiting an additional nurse. It is a teaching practice, with three trainers. There are currently three trainee GPs and a trainee nurse attached.

The administrative team is made up of the business manager, service development manager, the reception lead and 16 receptionist / administrators.

The practice operates on Monday to Friday between the following hours and appointments with GPs and nurses are available throughout the day, commencing at 08:40:

Monday 08:00 - 18:30

Tuesday 08:00 - 20:30

Wednesday 08:00 - 20:30

Thursday 08:00 - 20:30

Friday 08:00 - 18:30

The CCG has commissioned an additional extended hours service, which operates at the practice and at two other "iHubs" in the borough. Patients can book appointments to see GPs under this service from 18:30 to 20:00 Monday to Friday and between 08:00 and 20:00 on Saturday and Sunday. There is also a walk-in service commissioned by the CCG which operates at one of the iHubs.

The practice has opted out of providing an out of hours service. Patients calling the practice when it is closed are connected to the local out of hours service provider.