

# Earls Court Health and Wellbeing 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 to people's needs?

Good



Are services well-led?

Good



# Overall summary

We carried out an announced inspection at Earls Court Health and Wellbeing Centre on 1 November 2021. Overall, the practice is rated as **Good**.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

This was the practice's first CQC inspection, having registered in July 2020. Prior to this the practice was operated by a different provider.

## Why we carried out this inspection

This inspection was a comprehensive inspection which covered all five of our key questions.

## 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 wholly onsite and included:

- 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
- Interviewing staff and Patient Participation Group representatives.

## 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.

# Overall summary

- 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. 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**:

- Review and improve their performance in childhood immunisations.
- Review and improve their performance in cervical screening.
- Review and improve care of asthmatic patients prescribed steroids.
- Review and improve care of its diabetic patients who were under the care of specialist clinics.

**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

<b>Older people</b>	<b>Not inspected</b>	
<b>People with long-term conditions</b>	<b>Not inspected</b>	
<b>Families, children and young people</b>	<b>Not inspected</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit, reviewed records and spoke with staff. The team included a GP specialist advisor who spoke with staff and completed clinical searches and records reviews at the location.

## Background to Earls Court Health and Wellbeing Centre

Earls Court Health and Wellbeing Centre is a GP practice located in Earls Court, West London. It is situated on a main road which is well served by public transport. The practice is on the ground floor of a large purpose built building which is owned and managed by NHS Property Services.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the North West London Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 8000. This is part of a contract held with NHS England.

The practice is part of a wider network of seven GP practices called Kensington and Chelsea South PCN.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth decile (5 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 67% White, 16% Asian, 4% black, 6% Mixed and 8% Other.

The age distribution of the practice population closely mirrors the local and national averages. There is a similar number of male patients registered at the practice as females. 85% of the practice population are of working age which is higher than the local and national averages.

Clinical services at the practice are provided by three GPs, two nurses and a nurse's assistant, a Pharmacist and a Physicians Associate. They are supported by a team of reception/administration staff. The practice manager and deputy regional manager are based at the location to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments are by telephone or online consultations.

Extended access is available via the practice's digital application which provides online GP appointments during late evenings and weekends. Out of hours services are provided by the NHS 111 service.