

Kynance Practice

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 responsive to people's needs?

Good



Overall summary

We carried out a focused assessment at Kynance Practice on 19 December 2023. Overall, the practice is rated as good.

At this inspection we rated the practice as good for providing responsive services. We did not inspect safe, effective, caring and well-led, these ratings have been carried forward from the previous inspection held in November 2021.

The practice is rated as follows:-

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

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

Why we carried out this inspection

We carried out this assessment as part of our work to understand how practices are working to try to meet people's demands for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, high-quality care to the people they serve. We know staff are carrying this out whilst the demand for general practice remains exceptionally high, with more appointments being provided than ever. However, this challenging context, access to general practice remains a concern for people.

Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the inspection

This assessment was carried out remotely. This included:

- Conducting an interview with the provider and a member of the PPG
- Reviewing patient feedback from a range of sources
- Requesting evidence from the provider
- Reviewing data we hold about the provider
- Seeking information/feedback from relevant stakeholders

Our findings

Overall summary

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 found that:

- As part of the assessment, the provider highlighted the actions they had taken to make improvements to the responsiveness of the service for their patient population.
- The percentage of respondents to the most recent published GP patient survey who responded positively to how easy it was to get through to someone at their GP practice on the phone was above both local and national averages. The practice used quality improvement audits to improve patient outcomes.
- The percentage of respondents to the GP patient survey who responded positively to the overall experience of making an appointment was above both the local and national averages.
- The introduction of new clinical staff allowed the practice to provide more clinical sessions.
- The practice undertook their own practice surveys to have an ongoing picture of patient satisfaction at the practice.
- The practice had an active patient participation group (PPG) and engaged with the group to gather feedback and implement suggestions by the group to services delivered at the practice.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to Kynance Practice

Kynance Practice provides GP led primary care services through a General Medical Services (GMS) contract to around 3,200 patients. (GMS is one of the three contracting routes that have been available to enable commissioning of primary medical services). The practice is part of NHS West London (Kensington and Chelsea, Queen's Park and Paddington) Integrated Care System.

The practice staff comprise two GP's; a practice business manager; an advance nurse practitioner, practice nurses; a personal assistant to the principal GP; a part-time senior administrator; and two part time receptionists/ administrative staff. The GP's provides approximately ten clinical sessions a week.

The practice is registered with the Care Quality Commission to carry on the regulated activities of treatment of disease, disorder or injury, diagnostic and screening procedures and maternity and midwifery services.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is rated 8, on a scale of one to 10. The lower the rating 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, 15% Asian, 3.5% Black, 5.5% Mixed and 9% Other.

The practice is open between 8 am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including on the day, telephone consultations and advance appointments.

Extended access is provided by the local GP federation where late evening and weekend appointments are available. Out of hours services are accessed by contacting NHS 111.