

Camden Health Improvement Practice

Inspection report

St. James' House
108 Hampstead Road
London
NW1 2LS
Tel: 02031824200

Date of inspection visit: 21 September and 7 October
2022
Date of publication: 28/11/2022

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 comprehensive inspection at Camden Health Improvement Practice on 21 September and 7 October 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 5 January 2017, the practice was rated good overall and for all key questions.

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

Why we carried out this inspection

We carried out this comprehensive inspection in line with our inspection priorities.

At this inspection we followed up on the following areas, identified at our last inspection, where the practice should make improvements:

- The practice should ensure blank prescription forms are kept in a locked area at all times.
- Cupboards where clinical equipment is stored should be locked.
- The practice should review Patient Group Directions which are beyond review date and ensure all PGDs are signed.
- The provider should carry out a comprehensive risk assessment of security or staff and patients at the service.
- The practice should ensure staff complete all mandatory training.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

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:

- Blank prescriptions were stored in locked rooms.
- Clinical equipment was stored in locked rooms.
- The practice had reviewed and ensured all Patient Group Directions (PGDs) were within review date and were signed.
- It had carried out a comprehensive risk assessment of staff security.
- The practice had implemented procedures to ensure all staff complete all mandatory training.
- 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.
- 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.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. The team included a CQC team inspector and a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records during an on-site visit to the location.

Background to Camden Health Improvement Practice

Camden Health Improvement Practice is located in the London Borough of Camden at:

The Margarete Centre,

London

Camden

NW1 2LS

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

The practice is situated within the North Central London Clinical Commissioning Group (CCG). It has a patient population of approximately 580.

The practice is a specialist GP service providing care for homeless patients.

There is a team of five GPs who provide cover at the practice, together with two physicians Associates. There are also three nurses who provide nurse led clinics. The clinical staff are supported at the practice by a team of three reception/administration staff. The practice manager and assistant practice manager provide managerial oversight.

The practice is open between 9.00 am to 5.00 pm Monday to Friday. When the practice is closed, patients are directed to call NHS on 111. Evening and weekend appointments are available at four local GP run Hubs.

The practice offers a range of appointment types including walk-in appointments, book on the day face to face appointments and telephone consultations.