

The Portland Road Practice

Inspection report

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Date of inspection visit: 23/01/2019
Date of publication: 18/03/2019

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 The Portland Road Practice on 23 January 2019 as part of our inspection programme.

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 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.
- 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 practice worked in collaboration with other health and social care professionals to support patients' needs and provided a multidisciplinary approach to their care and treatment.

- The practice provided appropriate support for end of life care and patients and their carers received good emotional support.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was an open culture and staff felt supported in their roles, however not all staff had received annual appraisals.

Whilst we found no breaches of regulations, the provider **should:**

- Review the system for undertaking annual appraisals for staff.
- Review the system for undertaking and recording weekly fire alarm checks.
- Continue to review systems to monitor and improve the uptake for childhood immunisations.
- Continue to review systems to monitor and improve the uptake for cervical cytology.

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 advisor and a practice nurse specialist advisor.

Background to The Portland Road Practice

The Portland Road Practice is a single location surgery which provides a primary medical service through a Personal Medical Services (PMS) contract with NHS West London Clinical Commissioning Group (CCG) to approximately 8,700 patients in the Notting Hill, Kensington and Shepherds Bush areas of West London.

At the time of our inspection, there were two GP partners one male one female and a practice manager partner at The Portland Road Practice. The practice also employed four salaried GPs, a practice nurse, a health care assistant and seven administrative staff.

The practice is registered to carry on the following regulated activities:

- Diagnostic and screening procedures
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury.

The surgery is open from 8am to 8pm and Monday and Thursday; 8pm to 6:30pm Tuesday and Friday; and 8am to 1:30pm Wednesday. Appointments are available from 8:30am to 8pm Monday and Thursday; 8pm to 6:30pm Tuesday and Friday; and 8:30am to 1:30pm Wednesday.

The population groups served by the practice included a cross-section of socio-economic and ethnic groups. A high proportion of patients (13.7% of the practice population) were aged over 65. There were also above CCG and national average numbers of children cared for at the practice under the age of five (6.3% of the practice population). Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 86 years compared to the national average of 83 years.