

Parkview Practice

Inspection report

Cranston Court, 56 Bloemfontein Road
Parkview Centre for Health & Wellbeing
London
W12 7FG
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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 well-led?

Good 

Overall summary

We carried out an announced inspection at Parkview Practice on 29 July 2021. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 11 and 19 March 2019 the practice was rated Requires Improvement overall and for the key questions Safe, Effective and Well-led. The key questions Caring and Responsive were rated Good.

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

This inspection was a focused inspection on the key questions Safe, Effective and Well-led. It was also carried out to follow-up on breaches of Regulation 12 Safe care and treatment and Regulation 17 Good governance.

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 in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- 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
- A short site visit

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 and good for all population groups except for working age people (including those recently retired and students) which we have rated Requires Improvement.

Overall summary

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.
- 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-centred care.

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

- Continue to improve childhood immunisation and cervical cancer screening uptake to bring in line with national targets.
- Continue to establish an active patient participation group.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

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)	Requires Improvement 
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 who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Parkview Practice

Parkview Practice is located at Parkview Centre for Health and Wellbeing, Cranston Court, 56 Bloemfontein Road, Shepherds Bush, London, W12 7FG. This is a purpose-built health and social care facility which is shared with three other GP practices. There are also a wide range of community services on site including district nursing, health visiting, community dental services and wellbeing and support services. The whole site building is managed by Community Partnerships Management Services which is part of NHS Property Services. The surgery has good transport links and there is a pharmacy located nearby.

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.

The practice is situated within the Hammersmith and Fulham Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to 7,374 registered patients. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices and Hammersmith GP federation. The practice is a GP training practice.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three 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 12% Asian, 47% White, 26% Black, 7% Mixed, and 8% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a clinical team of three GPs, one GP trainee, two physician associates, a practice nurse, a locum HCA and a clinical pharmacist (provided by the primary care network). The clinical team is supported at the practice by a team of reception/administration staff. The practice manager is 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 were telephone or video consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment to be seen onsite.

The practice reception is open Monday to Saturday 8am to 8pm. Appointment times are Monday to Friday 9am to 1pm and 2pm to 6.30pm.

The practice is the extended hours hub for the borough, Monday to Friday 6.30pm to 8pm and Saturday 8am to 8pm.