

Caversham Group 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 effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. The practice was previously inspected on 28 January 2016 and we rated the practice as Good overall.

Because of the assurance received from our review of information we carried forward the Good ratings for the following key questions: Safe, Caring and Responsive. This inspection looked at the following key questions:

Are services Effective?

Are services Well-led?

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.

At this inspection we found:

- 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 culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.

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

- Continue with efforts to improve the up-take of child immunisations for children aged two and cervical screening.

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

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.

Background to Caversham Group Practice

Caversham Group Practice is a GP practice located in Kentish Town, London and is part of the NHS Camden Clinical Commissioning Group (CCG). The practice is a GP training practice.

The practice is provided by seven GP partners and is located off the main road which is accessible by local bus and train services. The practice is located in a modern purpose-built premise. Consultations take place on the ground and first floor. The practice has a lift for patients who are less able to walk.

It provides care to approximately 15,500 patients. The practice area population has a deprivation score of 3 out of 10 (1 being the most deprived). The practice serves a predominantly younger population and has a higher than average number of patients who are of working age. The practice cares for a diverse population with approximately 30% of its patients from black and ethnic minority backgrounds.

The practice holds a GMS (General Medical Services) contract with NHS England. This is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract.

It is registered with the Care Quality Commission to provide the regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; and Treatment of disease, disorder or injury.

The clinical team consists of four male and three female GP partners, three male and three female salaried GPs, four female and 1 male GP Registrar, four female practice nurses one male and one female healthcare assistant, a pharmacist, a practice manager and an administrative and reception team.

The practice's opening hours are 8am to 6:30pm on weekdays, with extended hours appointments operating between 7am-8am and 6.30pm-8pm on Tuesdays and 9am-11am on Saturdays.

The practice's reception is open on Monday, Wednesday, Thursday and Friday from 8.30am until 6.30pm. On Tuesday it opens from 7.00am to 8.00pm. Appointments are available on Monday, Wednesday, Thursday and Friday between 8.30am and 6.30pm and on Tuesday between 7.00am and 8.00pm. In addition, the practice has appointments available on one Saturday morning per month, between 9.00am and 12pm.

Standard appointments are 10-15 minutes long, with double appointments available to patients who request

them, or for those who have been identified with complex needs. Telephone consultations and home visits are available. Appointments can be booked online by patients who have previously registered to use the facility.

The practice has opted out of providing an out-of-hours service. When the practice is closed, patients are redirected to a contracted out-of-hours service. The local

Clinical Commissioning Group has commissioned an extended hours HUB service, which operates at four locations between 6.30pm and 8pm on weeknights and from 8am to 8pm at weekends. The practice is one of the host locations for the HUB service. Patients may book appointments with the service by contacting the practice.