

Amwell Group Practice

Inspection report

4 Naoroji Street
Islington
London
WC1X 0GB
Tel: 02078372020
www.amwellgrouppractice.co.uk

Date of inspection visit: 8 October 2019
Date of publication: 17/12/2019

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 effective?

Good 

Are services caring?

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. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

- Effective
- Caring
- Well-led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Safe
- Responsive

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 the effective, caring and well led key questions.

We found that:

- The practice had systems in place to ensure patients' needs were assessed, and care and treatment was delivered in line with current legislation.
- Care was in line with evidence-based guidance, supported by clear pathways and tools.
- 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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The areas where the provider should make improvements are:

- Continue to monitor uptake rates for childhood immunisations and cervical screening with a view to identifying where actions could be taken to bring about improvements.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

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)	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 National Medical Director's Clinical Fellow who attended the inspection as an observer.

Background to Amwell Group Practice

Amwell Group Practice is located at 4 Naoroji Street, Islington, London, WC1X 0GB.

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

Amwell Group Practice is situated within the Islington Clinical Commissioning Group (CCG) and provides services to 11,300 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The clinical staff team comprises five GP partners (two female and three male, one working 0.8 whole time equivalent (WTE) and four working 0.7 WTE), four salaried GP's (three female and one male, working 0.6 WTE), a male academic GP (0.2 WTE), four GP registrars (combined 3.35 WTE), one female advanced nurse practitioner (0.8 WTE) and two practice nurses (combined 1.6 WTE). The clinical team is completed by one healthcare assistant. The practice offers a total of 108

sessions per week which is a combination of GP and nurse consultations. The practice staff also includes a practice manager consultant, reception manager and nine non-clinical staff.

Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Income Deprivation Affecting Children is 36.86% compared to the national average of 19.9%, whilst Income Deprivation Affecting Older people is compared to 20.4% nationally.

The practice is open between:

Monday, Tuesday and Friday 8am to 6:30pm

Wednesday 8am to 1pm and 2pm to 6:30pm

Thursday 8:am to 1pm

Extended hours are offered on: Monday, Tuesday and Wednesday 6:30pm to 7:30pm

The telephone lines are diverted to the out of hour's provider when the practice is closed.