

# Queens Park Health Centre

## Inspection report

Dart Street  
London  
W10 4LD  
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www.shirlandmedical.nhs.uk

Date of inspection visit: 8 & 9 November 2023  
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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 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 Queens Park Health Centre (Shirland Medical) on 8 and 9 November 2023. Overall, the practice is rated as **Good**.

Safe - Good.

Effective - Good.

Caring – Good.

Responsive - Good.

Well-led - Good.

## Why we carried out this inspection

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

At this inspection, we covered the following key questions:

- Are services safe?
- Are services effective?
- Are services caring?
- Are services responsive?
- Are services well-led?

## 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

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:

# Overall summary

- 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.
- There was a system for recording and acting on significant events.
- There was an infection prevention and control policy and procedures were in place to reduce the risk and spread of infection.
- 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.
- There was evidence of quality improvement activity. Clinical audits were carried out.
- Staff had received training relevant to their role.
- Annual appraisals were carried out in a timely manner.
- Feedback from patients was positive about the way staff treated people.
- The practice had systems to manage and learn from complaints.

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

- Continue to encourage eligible patients to attend for cervical cancer screening and childhood immunisation.

**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 Health Care

## 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 Queens Park Health Centre

Queens Park Health Centre (Shirland Medical) is located in West London at:

Dart Street,

London

W10 4LD

We visited this location as part of this inspection activity. The practice is in purpose-built premises. The premises are shared with other health services.

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 North West London Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 4,710. This is part of a contract held with NHS England.

The practice is part of the Inclusive Health Primary Care Network (PCN) and West London GP Federation.

Information published by the Office for Health Improvement and Disparities 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 46% White, 17% Black, 15% Asian, 8% Mixed, and 14% Other.

The majority of patients within the practice are of working age. The working age practice population is higher, and the older people practice population is lower than the national average.

There are 2 GP partners and 4 salaried GPs. Four GPs are female and 2 are male. The practice employs 2 practice nurses and 2 health care assistants. The partners are supported by a practice manager, an associate practice manager and a team of administrative and reception staff. Four part-time clinical pharmacists (employed by the primary care network) are working at the practice.

The practice is open from 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types.

Extended access is provided locally by the PCN, where late evening and weekend appointments are available. Out of hours services are provided by London Central and West Unscheduled Care Collaborative (LCW UCC).