

Third Floor Lanark Road Medical Centre

Inspection report

165 Lanark Road
3rd Floor Medical Centre
London
W9 1NZ
Tel: 020 7624 8616

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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Third Floor Lanark Road Medical Centre on 29 January 2019 as part of our inspection programme.

At the last inspection on 17 January 2018 we rated the practice as requires improvement for providing well-led services because the provider had failed to:

- Ensure appropriate recruitment checks were undertaken in line with guidance.
- Ensure that all staff were aware of the procedure for reporting significant events and that all incidents were recorded and investigated.
- Maintain up-to-date records relating to facilities management, specifically remedial work identified from risk assessments to satisfy itself that the areas managed were compliant.
- Develop a written business plan and strategy in line with health and social priorities to meet the needs of its practice population.

At this inspection, we found that the provider had satisfactorily addressed these areas.

We have rated this practice as good overall and good for all population groups.

We based our judgement of the quality of care at this service is 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:

- The practice had addressed the findings of our previous inspection.
- 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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to improve the uptake of child immunisations and cervical screening.
- Continue with efforts to encourage and record patients who have identified as carers.

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 adviser.

Background to Third Floor Lanark Road Medical Centre

Third Floor Lanark Road Medical Centre, also known as Lanark Medical Centre, operates from 165 Lanark Road, London, W9 1NZ. The property is shared with another GP practice and is maintained by NHS Property Services (NHSPS). The practice has access to three consultation rooms on the third floor. Access to the service is by lift and stairs. On the day of our inspection, the lift was out of order for essential maintenance.

The practice provides NHS primary care services under a General Medical Services (GMS) contract (GMS is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract) to 3,200 patients. The practice is part of NHS Central Clinical Commissioning Group (CCG).

The practice is registered as a partnership with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery services, family planning and surgical procedures.

The practice staff comprises of a male and a female GP partner, although only one partner provides clinical

sessions, and a male and female long-term GP locum, providing a combined total of 12 clinical sessions per week. The GPs are supported by a practice nurse (24 hours per week), a phlebotomist (10 hours per week), two practice managers (job share) and a small reception and administration team.

The practice is open between 8.30am and 6.30pm Monday to Friday. Extended hours appointments are available on Tuesday from 6.30pm to 8.30pm. On-line services, which include appointment books, repeat prescriptions can be accessed from the practice website .

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. Data shows that almost 45% of patients at the practice area were from Black and Minority Ethnic (BME) groups. The practice had identified the Arabic language as the predominant first language of its patients and an Arabic language interpreter was assigned to the practice every week day. The highest proportion of the practice population was in the 15 to 44-year-old age category.