

Dr Howard Daitz

Quality 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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced focussed inspection at Dr Howard Daitz (also known as the North London Health Centre) on 4 May 2017. We found the practice to be good for providing safe services and it is rated as good overall.

We previously conducted an announced comprehensive inspection of the practice on 13 April 2016. As a result of our findings, the practice was rated as good for being responsive, effective, caring and well led; and rated as requires improvement for being safe, which resulted in a rating of good overall. At that time, we found that the provider had breached Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008, due to fire safety and prescription pad security concerns.

The practice wrote to us to tell us what they would do to make improvements and meet the legal requirements. We undertook this focussed inspection to check that the practice had followed their plan, and to confirm that they had met the legal requirements.

This report only covers our findings in relation to those areas where requirements had not been met. You can

read the report from our last comprehensive inspection by selecting the 'all reports' link for Dr Howard Daitz on our website at <http://www.cqc.org.uk/location/1-520582690>.

Our key findings across all the areas we inspected were as follows:

- The provider had taken action to address fire safety concerns identified at our April 2016 inspection in that fire safety training had now taken place, a fire warden had been identified and fire drills were regularly taking place.
- The provider had also taken action to address our concerns regarding the safe storage and monitoring of prescription pads in that a new protocol had been introduced; and we saw evidence that, in accordance with the protocol, prescription pads were now being securely stored and their usage monitored.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

When we inspected in April 2016, we identified fire safety concerns in that staff had not received fire safety training, fire drills were not taking place and fire wardens had not been identified. We also noted concerns regarding the safe storage and monitoring of prescription pads.

At this inspection we noted that clinical and non clinical staff members had recently received fire safety training and that fire wardens had been identified at the practice. We also noted that fire drills were regularly taking place. In addition, a new protocol had been introduced to ensure that prescription pads were securely stored and their usage monitored.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



People with long term conditions

The practice is rated as good for the care of people with long term conditions. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students). As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable. As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia). As the practice was found to be providing good services overall, this did not affect the rating for the population groups we inspect against.

Good



Dr Howard Daitz

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Why we carried out this inspection

We carried out a focused inspection of this service on 4 May 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This was because the service was not meeting some legal requirements during our previous visit on 13 April 2016.

The inspection was conducted to check that improvements planned by the practice to meet legal requirements had been made.

How we carried out this inspection

During our focussed inspection on 4 May 2017, we reviewed a range of information provided by the practice and spoke with the practice manager.

Are services safe?

Our findings

Monitoring risks to patients

When we inspected in April 2016, we noted an absence of fire safety training, fire wardens and fire drills. We also noted the absence of a system to secure and monitor the usage of prescription pads.

We asked the provider to take action and at this inspection we noted that the practice had designated two staff members as fire wardens, that all staff members had received fire safety training and that fire drills regularly took place.

We also noted that a protocol had been introduced to ensure that prescription pads were securely stored and their usage monitored. We saw that in accordance with the policy, the practice securely stored the pads and logged their serial numbers. The practice had also recently reviewed the new protocol to see where further improvements could be made.