

Angel Surgery

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 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 inspection at Angel Surgery on 27 June-1 July 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection:

This was a comprehensive inspection as part of our inspection programme. This was our first inspection of this location since it had changed provider in August 2020.

How we carried out the inspection:

Throughout the pandemic CQC has continued to regulate and respond to risk. However, considering the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- Speaking to patients using video conferencing and during the site visit
- 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 have rated this practice as Good overall

Overall summary

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment which 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.
- The way the practice was led and managed promoted the delivery of high-quality, personal care.

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

- Improve efforts to increase their childhood immunisation uptake.
- Improve efforts to increase their cancer screening uptake.
- Improve efforts to increase the number of identified carers within the practice population.

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

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. A second CQC inspector assisted on the day of the site visit.

Background to Angel Surgery

Angel Surgery is in Enfield and is part of the NHS North Central London Clinical Commission Group (CCG). The practice provides care to approximately 13,500 patients and the practice area had a deprivation score of 2 out of 10 (1 being the most deprived). Angel Surgery cares for a diverse population; according to the latest available data, an ethnic make-up of the practice population is 41.7% White, 31.9% Black, 12.9% Asian, 6.5% Mixed and 7.1% Other.

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 most common form of a GP contract.

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

The practice team consists of two lead GP's, five salaried GP's, two practice nurses, an advanced nurse practitioner, a healthcare assistant and three clinical pharmacists. The clinical team is supported by a practice manager and thirteen administrative and reception staff.

The practice is open between 8am to 8:30pm on Mondays and Tuesdays and between 8am to 6:30pm Wednesday to Friday. The practice offers a range of appointment types including book on the day, telephone/online consultations and advance appointments.

Out of hours services are provided by dialing 111 for assistance.