

# Lichfield Grove Surgery

## Quality Report

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Finchley Central  
London, N3 2JP  
Tel: 020 8346 3123

Date of inspection visit: 29 September 2016

Website: <http://www.lichfieldgrovesurgery.nhs.uk/> Date of publication: 15/11/2016

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, desk based inspection at Lichfield Grove Surgery on 29 September 2016. We found the practice to be good for providing safe services and it is rated as good overall.

We had previously conducted an announced comprehensive inspection of the practice on 17 September 2015. As a result of our findings during the visit, the practice was rated as good for being effective, caring, responsive and well led, and requires improvement for being safe, which resulted in a rating of good overall. We found that the provider had breached one regulation of the Health and Social Care Act 2008; Regulation 12(1)(2)(a)(b) safe care and treatment.

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 Lichfield Grove Surgery on our website at <https://www.cqc.org.uk/location/1-559057124/reports>.

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

- An automated external defibrillator (AED) was available on the premises.

**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.

- An automated external defibrillator (AED) was available on the premises.

**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 affected 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 affected 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 affected 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 affected 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 affected 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 affected the rating for the population groups we inspect against.

Good



# Lichfield Grove Surgery

## 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 an announced desk based inspection of this service on 29 September 2016 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 17 September 2015.

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 announced, focused inspection on 29 September 2016, we reviewed a range of information provided by the practice and spoke with the practice manager.

# Are services safe?

## Our findings

### **Arrangements to deal with emergencies and major incidents**

When we inspected in September 2015, we noted that the practice did not have an automated external defibrillator

(AED) available on the premises and there was no evidence that this decision had been risk assessed. An AED is a portable electronic device that delivers an electrical shock to attempt to restore a normal heart rhythm.

We asked the provider to take action and at this inspection, we saw confirming evidence that an AED had been purchased and we were advised that it was on the premises. Systems had also been put in place to ensure that the AED was regularly checked.