

Cheshire Road Surgery

Inspection report

22 Cheshire Road
Wood Green
London
N22 8JJ

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Date of inspection visit: 3 Oct 2019

Date of publication: 11/11/2019

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 effective?

Requires improvement



Are services responsive?

Good



Are services well-led?

Good



Overall summary

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

Are services Effective?

Are services Responsive?

Are services Well-led?

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.

At this inspection we have rated this practice as good overall.

We rated the practice as **requires improvement** for providing effective services because:

- The practice's performance for monitoring and review of patients with long-term conditions was, in some areas below or significantly below local and national averages.
- The practice's performance for uptake of childhood immunisations was significantly below the World Health Organisation (WHO) minimum 90% uptake target.

We rated the practice as **good** for providing responsive services because:

- The practice had developed an appointments system to improve access for all patient groups.

- GPs, the nurse and healthcare assistant all worked extended hours to improve access for patients who would be unable to attend during working hours.

We rated the practice as **good** for providing well-led services because:

- The practice had implemented changes to reduce the number of patients who did not attend their appointments.
- It worked well with its patient participation group to keep patients informed of issues and developments at the practice.

We found:

- Monitoring and review of patients with long-term conditions and uptake of childhood immunisations were below both local and national averages.
- 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.

The areas where the provider should make improvements are:

- Continue to work to improve uptake of its cancer screening programmes for the benefit of those patient groups.

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

Population group ratings

Older people	Good 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
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 advisor.

Background to Cheshire Road Surgery

Cheshire Road Surgery is located at 22 Cheshire Road, London, N22 8JJ. The surgery has good transport links and there is a pharmacy located nearby.

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

Cheshire Road Surgery is situated within the Haringey Clinical Commissioning Group (CCG) and provides services to 6,800 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The staff team at the practice includes two male GP partners, and three female part-time salaried GPs. Between them the GPs provide 20 to 22 clinical sessions per week (a whole time equivalent of 2.5 – 2.75 GPs). The clinical team is completed by a female full-time nurse prescriber, a female part-time Healthcare Assistant and a part-time pharmacist.

The non-clinical staff consist of a part-time practice manager, a deputy practice manager and five administrative and reception staff (who work a mixture of full-time and part time-hours).

The provider is a partnership registered with the CQC in May 2015. The practice is currently part of the North Central Primary Care Network, a group of GP practices working more closely together within NHS Haringey CCG.

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. There are moderately lower than average levels of income deprivation affecting the practice population, for example, 32% of older people are affected by income deprivation, compared to a local average of 34% and a national average of 20%.