

Woodlands Medical Practice

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 responsive to people's needs?

Good



Overall summary

We previously carried out an announced comprehensive inspection at Woodlands Medical Practice in February 2019 as part of our inspection programme. We rated the practice as Good overall. We rated the practice Good for providing safe, effective, caring and well-led services and requires improvement for providing a responsive service. You can read the full report by selecting the 'all reports' link for Woodlands Medical Practice on our website (www.cqc.org.uk).

We were mindful of the impact of the Covid-19 Pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the Covid-19 Pandemic when considering what type of inspection was necessary and proportionate, this was therefore a desk-based inspection. On 13 October 2021, we carried out a desk-based review to confirm that the practice had carried out improvement plans to their service.

We found that the practice had put measures in place for ongoing improvement. The practice is now rated Good for providing responsive services.

We based our judgement of the quality of care at this service on a combination of:

- What we found when we reviewed the information sent to us by the provider;
- Information from our ongoing monitoring of data about services.

We have rated responsive as Good because:

- Systems have been put in place to monitor and improve access for patients, including the installation of a new telephone system and online access to the practice.

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

We did not visit Woodlands Medical Practice during this inspection. The review of information sent by the practice was undertaken remotely by a CQC inspector.

Background to Woodlands Medical Practice

Woodlands Medical Practice is a member of the NHS Barnet Clinical Commissioning Group (CCG) and provides primary medical care services to approximately 4300 patients. The practice population is in the seventh least deprived decile in England. It has greater than the CCG and national average representation of income deprivation affecting 25% of older people (CCG and national average of 20%).

The practice operates from a converted residential property with patient facilities on the ground and first floors. The ground floor is wheelchair accessible. There are offices for administration and management staff on the ground and first floors. The first floor is accessed via stairs.

The practice operates under a Personal Medical Services (PMS) contract and provides a number of local and national enhanced services (enhanced services require an increased level of service provision above which is normally required under the core GP contract).

The practice team comprises of one female and one male GP partner, both of whom work full-time and one female salaried GP.

The doctors provide 27 clinical sessions per week. The clinical team is completed by a nurse practitioner and a clinical pharmacist, both of whom work part-time. Woodlands Medical Practice is a training practice. At the time of our review, there were two trainee GP registrars.

There are eight administrative, reception and clerical staff including full-time practice and reception managers.

The practice has opted out of providing out of hours (OOH) services to their own patients and when closed directs patients to the OOH provider for NHS Barnet CCG.

Woodlands Medical Practice is registered with the Care Quality Commission to provide the regulated activities of treatment of disease, disorder or injury; maternity and midwifery services; diagnostic and screening procedures.

The practice opens between 8am and 6.30pm Monday to Friday. Patients are able to access GP appointments throughout this time. When the practice is closed, patients are re-directed to the contracted OOH service.