

# Ritchie Street Group 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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Ritchie Street Group Practice (the practice) on 13 November 2019 as part of our inspection programme, following our annual review of the information available to us. The practice had last been inspected in February 2016, when we had rated it Good for all key questions and population groups. Our previous inspection report can be found by going to <https://www.cqc.org.uk/location/1-583929825> and selecting the Reports tab.

At this inspection we have rated the practice as Good overall and in respect of the five key questions and six population groups.

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 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 that 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. 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-centred care.
- Not all staff were up to date with mandatory training.

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

- Continue to review the uptake of cervical screening and childhood immunisation rates and implement action to bring about and sustain improvement.
- Review the processes for recording internal meetings and passing on relevant service information to staff.
- Ensure that all staff are up to date with mandatory training requirements.

**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

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was comprised of a lead CQC inspector, a GP specialist adviser and a nurse specialist adviser.

## Background to Ritchie Street Group Practice

The Ritchie Street Group Practice (the practice) operates from the Ritchie Street Neighbourhood Health Centre at 34 Ritchie Street, Islington, London N1 0DG. The premises are shared with another registered provider, which is responsible for a walk-in GP consultation service, and is one of four extended hours hubs run by the local GP Federation. There is also a pharmacist on site. It is located close to Angel, Islington, a short distance from bus and tube services.

The practice provides NHS services through a General Medical Services (GMS) contract to approximately 18,200 patients. The list has increased by around 5,500 patients since our last inspection, following the closure and relocation of two nearby practices, with almost 1,000 new patients joining the list since January 2019. There is a high turnover rate of approximately 25% per year, with patients moving in and out of the area, which has a higher mid-range overall deprivation level. The majority of patients are younger working age adults (20-40 years).

The practice has a General Medical Services contract and operates within the NHS Islington Clinical Commissioning Group (CCG) which is made up of 33 general practices. It is

part of the South Islington Primary Care Network, with six other general practices. The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures; treatment of disease, disorder or injury; family planning; maternity and midwifery services; and surgical procedures.

The clinical staff is made up of four GP partners and seven salaried GPs (eight female and three male). There is a nursing team manager, two practice nurses and two healthcare assistants. It is a training practice, currently with three trainee doctors working. The administrative team is made up of a manager, deputy and assistant, and four administrators; a reception supervisor and 13 receptionists.

The practice offers appointments from 8:00 am to 8:00 pm Monday to Friday and between 9:00 am and 6:00 pm on Saturdays. A walk-in service, run by a different provider, operates at the location throughout the week, including Sunday. The practice has opted out of providing an out of hours service. Patients calling the practice outside normal operating hours are put through to the local out of hours service provider.

## Are services safe?

People were protected from avoidable harm and abuse.

- When something goes wrong, people receive a sincere and timely apology and are told about actions taken to improve processes to prevent the same thing happening again.
- Performance shows a good track record and steady improvements in safety. Incidents are investigated, action taken and communicated to staff.
- Staffing levels are planned implemented and reviewed to keep people safe at all times.
- Risks to safety from service developments, anticipated changes in demand and disruption are assessed, planned for and managed effectively.

# Are services effective?

People have good outcomes because they receive effective care and treatment that meets their needs.

- People's care and treatment is planned and delivered in line with current evidence-based guidance, standards best practice and legislation.
- Information about people's care and treatment, and their outcomes is routinely collected and monitored. This information is used to improve care. Clinical audits are carried out and all relevant staff are involved.

- People's referrals take account of their individual needs and circumstances and clear about ongoing care arrangements and expected outcomes.
- Staff are consistent and proactive in supporting people to live healthier lives and take every opportunity to identify where their health and wellbeing can be promoted.

## Are services caring?

People are supported, treated with dignity and respect and are involved as partners in their care.

- Feedback from people who use the service is positive about the way staff treat them.
- People are treated with dignity, respect and kindness. People feel supported and say staff care about them.
- People are involved and encouraged to be partners in their care and in making decisions. Staff help people and those close to them to cope emotionally with their care and treatment. They are enabled to manage their own health and care when they can and to maintain independence.

# Are services responsive to people's needs?

Peoples needs are met through the way services at organised and delivered.

- Services are planned and delivered in a way that meets the needs of the local population. The importance of flexibility, choice and continuity of care is reflected in the services.
- Care and treatment is co-ordinated with other services and providers.
- People can access the right care at the right time. Access to appointments and services is managed to take account of people's needs.
- It is easy for people to complain or raise a concern and they are treated compassionately when they do so. There is openness and transparency in how complaints are dealt with.

# Are services well-led?

The leadership, governance and culture are used to drive and improve the delivery of high quality person-centred care.

- There is a clear vision and values, driven by quality and safety, which reflect compassion, dignity respect and equality.
- There was a realistic strategy. The vision values and strategy have been developed with regular engagement with people who use the service and staff. Leaders have the experience, capacity and capability to ensure the strategy is delivered.
- There was an effective governance framework, which focuses on delivering good quality care. There were processes and information to manage current and future performance.
- There were effective and comprehensive processes in place to identify, manage and address current and future risks.
- Leaders prioritise safe, high quality, compassionate care and promote equality and diversity.