

Bridge House Medical Practice

Inspection report

96 Umfreville Road
London
N4 1TL
Tel: 02084829670
www.bridgehouselondon.nhs.uk

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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?	Requires improvement 
Are services well-led?	Good 

Overall summary

We carried out an announced comprehensive inspection at Bridge House Medical Practice on 5 November 2019 as part of our inspection programme.

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. The domains were rated good for safe, effective, care, well-led and requires improvement for responsive. All population groups have been given a rating of requires improvement.

We found that:

- The practice provided care in a way that kept patients safe and protected them from harm.
- Patients received effective care and treatment that met their needs.
- Staff treated patients with kindness and respect and involved them in decisions about their care.
- Patient satisfaction around appointments and access to the practice was below the local and national averages.

- The practice acted on patient feedback and monitored patient satisfaction on an ongoing basis.
- Staff felt supported and were given opportunities to develop.
- The practice used clinical audit as a method of identifying where improvements were required.

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

- Review monitoring protocols so that monitoring results are consistently recorded across the practice prior to prescribing.
- Ensure actions taken relating to patient safety alerts are documented when completed.
- Continue to monitor and improve performance for clinical indicators relating to diabetes, hypertension and atrial fibrillation.
- Continue to monitor and improve patient feedback relating to access and appointment satisfaction.

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

Our inspection team

Our inspection team was led by a CQC Inspector. The team included a GP Specialist Advisor and a Practice Manager Specialist Advisor.

Background to Bridge House Medical Practice

Bridge House Medical Practice is located at 96 Umfreville Road, London, N4 1TL. The provider is registered with CQC to deliver the Regulated Activities: diagnostic and screening procedures, maternity and midwifery and treatment of disease, disorder or injury.

Bridge House Medical Practice is situated within the Haringey local authority and is one of 36 practices serving the NHS Haringey Clinical Commissioning Group area. The practice provides services to 10,349 patients.

The provider is a single-handed female GP and is supported by a clinical team made up of two female salaried GPs, one female locum GP, one female international GP trainee, one female practice nurse, one female nurse associate, one female health care assistant and one male musculoskeletal extended scope practitioner. The clinical staff and patients were supported by a team of nine non-clinical members of staff which included one practice manager.

The practice was open Monday, Wednesday and Thursday from 8am to 6.30pm and 7am to 6.30pm on Tuesday and Friday. Outside of these hours, patients were advised to access the pre-bookable hub appointments (available Monday to Friday from 6.30pm to 8.30pm and Saturday and Sunday from 8am to 8pm) or to contact NHS 111.

The patient population served by the practice has a higher than average number of patients under the age of 44. The practice has a lower number of patients aged 65 and over when compared to the national average, however it is comparable to other practices within the NHS Haringey Clinical Group area. Of the patients registered at the practice, 80% are working or in full-time education, significantly higher than the local average of 69% and the national average of 61.9%.