

# Rutland House Surgery

## Inspection report

40 Colney Hatch Lane  
London  
N10 1DU  
Tel: 02088838214

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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	Inspected but not rated	●
Are services safe?	Inspected but not rated	●
Are services effective?	Inspected but not rated	●
Are services well-led?	Inspected but not rated	●

# Overall summary

We previously carried out an announced comprehensive inspection of Rutland House Surgery between 9-11 May 2022. At the inspection, we found the practice was in breach of Regulation 12 Safe care and treatment of the Health and Social Care Act 2008. In line with the CQC's enforcement process, we issued a warning notice which required Rutland House Surgery to comply with the regulations by 31 August 2022.

Rutland House Surgery is currently rated as required improvement overall (rated inadequate for the key question of safe, requires improvement for the key questions of effective and well-led, and good for the key questions of caring and responsive).

The full report of the practice's previous inspection can be found by selecting the 'all reports' link for Rutland House Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We carried out this announced focused inspection of Rutland House Surgery on 7 and 8 September 2022 to check whether the provider had addressed the issues in the warning notice, and now met the legal requirements. At this inspection we found the breaches of regulation in our warning notice had now been complied with.

This report covers our findings in relation to those specific areas, is not rated, and does not change the current ratings held by the practice.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

## Our findings

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.
- Information from the provider, patients, the public and other organisations.

Following our methodology, we have not rated or changed the rating as part of this inspection.

At this inspection we found the provider had taken effective actions to address the issues we identified at the previous inspection.

- The practice had arranged appropriate monitoring of patients on high-risk medicines and reviews of patients whose diagnosis or treatment for long-term conditions required it.

# Overall summary

- The practice had reviewed patients on a number of medicines subject to safety alerts and made changes where appropriate to keep patients safe.
- Staff told us about changes being made to systems and processes to ensure improvements were sustained and fully embedded.
- The practice had reviewed its emergency medication list and had appropriate emergency medication stocked across both sites.
- The practice had arranged for vaccines to be appropriately stored with its temperature recordings appropriately monitored.
- The practice had carried out appropriate environmental risk assessments with recommended actions being carried out.
- The practice had made arrangements to secure the security and premises of the building.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Rutland House Surgery

Rutland House Surgery is in Muswell Hill, Harringey and is part of the NHS England Harringey Clinical Commissioning Group (CCG). The practice provides care to approximately 11,200 patients and the practice has a deprivation score of 7 out of 10 (1 being the most deprived). Rutland House Surgery cares for a diverse population (with 26% of its population from Black, Asian or mixed background).

Rutland House Surgery merged with Queens Avenue Practice in May 2021. The patient list size for the practice increased from 7,000 patients to 11,000 patients. The practice offers services from both the main practice and the branch surgery. Patients can access services at either surgery. The sites are located a 10-minute walk away from each other. The practice is still planning to redevelop the Rutland House Surgery site so all staff and patients can operate from one location. The practice had been working with the Clinical Commissioning Group to redevelop the site, but it was still not clear when the new premises would be built and progress on implementing the plans had been limited by various external factors beyond the practice's control such as difficulties caused by the pandemic.

The practice holds a GMS (General Medical Services) contract with NHS England. This is a contract between NHS England and general practices for delivering general medical services and is the most common form of a GP contract.

The practice is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from both sites.

The practice team consists of two principal GP's, seven salaried GP's, three locum GP's and 2 part-time practice nurses. They also have a full-time clinical pharmacist working at the practice. The clinical team is supported by a practice manager, an assistant practice manager, two administrators, a senior receptionist and six dedicated support staff members responsible for reception tasks. The practice's opening hours are 8:00am to 8:00pm Mondays and Tuesdays and 8:00am to 6:30pm Wednesday to Friday. The practice offers a range of appointment types including book on the day, online consultations, telephone consultations and advance appointments.

Extended access is provided locally by Haringey Hub, where late evening and weekend appointments are available. Out of hours services are provided by dialing 111 for assistance.