

PHGH Doctors

Inspection report

Temple Fortune Health Centre
23 Temple Fortune Lane, Golders Green
London
NW11 7TE
Tel: 02082092400
www.phgh.co.uk

Date of inspection visit: 20 November and 19
December 2019
Date of publication: 13/01/2020

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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an inspection at PHGH Doctors on 20 November and 19 December 2019. This was a focussed inspection following our Annual Regulatory Review programme.

The practice was first inspected in September 2015. We rated the practice good for providing an effective, caring, responsive and well led service and requires improvement for providing a safe service. We rated all the population groups as good and the practice as good overall. We found that the provider had breached two regulations of the Health and Social Care Act 2008; Regulation 12(2)g safe care and treatment in regards to medicines management and Regulation 19 fit and proper persons employed resulting from incomplete pre employment checks. We carried out a follow up focussed inspection in November 2016 and found that these issues had been addressed. We rated the practice as good for providing a safe service and good overall.

This inspection focused on the following key questions:

- Effective
- Well-led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Safe
- Caring
- Responsive

At this inspection 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 and good for all population groups.

We found that:

- Patients received effective care and treatment that met their needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to look at ways to improve the uptake of the childhood immunisation and cervical screening programmes.

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	Good 
Families, children and young people	Good 
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, a second CQC inspector and a GP specialist adviser.

Background to PHGH Doctors

PHGH doctors is located at Temple Fortune Health Centre, 23 Temple Fortune Lane, Golders Green, London, NW11 7TE. 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, maternity and midwifery services, family planning and treatment of disease, disorder or injury.

PHGH Doctors is situated within the Barnet Clinical Commissioning Group (CCG) and provides services to approximately 11,100 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 registered population is slightly higher than the national average for those aged between 25-44. Patients registered at the practice come from a variety of ethnic backgrounds including Asian, Western European and Eastern European. Forty one percent of the practice population are registered with a long term health concern. Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 83 years compared to the national average of 79 years. Female life expectancy is 86 years compared to the national average of 83 years.

The staff team includes two GP partners, five salaried GPs, one nurse practitioner and one practice nurse. The practice has a practice manager and a senior practice administrator (who manage the practice on a day to day basis), and ten administrative staff. The GPs consist of two male and five female GPs. The practice nursing team were female. All staff work a mix of full time and part time hours. There are 40 GP sessions and 18 nurse sessions available each week.

The practice is open between 8.30am and 6.30pm Monday to Friday. Extended hours are provided by the local GP Federation covering 6.30pm until 9pm most days of the week except Friday and Sunday morning. To assist patients in accessing the service there is an online booking system, a text message reminder service for appointments and test results. Urgent appointments are available each day and GPs also complete telephone consultations for patients. An out of hour's service provided by a local deputising service covers the practice when it is closed. If patients call the practice when it is closed, an answerphone message gives the telephone number they should ring depending on their circumstances. Information on the practice out-of-hours service is provided to patients on the practice website as well as through posters and leaflets available at the practice. There is a volunteer meet and greet service to help patients access services.