

Highbury Grange Medical Practice

Inspection report

Highbury Grange Health Centre
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Date of inspection visit: 18 July 2019
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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. Highbury Grange Health Centre

Overall summary

We carried out an announced comprehensive inspection at Highbury Grange Medical Practice on 5 March 2019. At that inspection we rated the practice as; Inadequate for safe; Good for effective, caring and responsive; and Requires Improvement for well-led. This gave the practice an overall rating of requires improvement. As a result of the safety concerns (unsafe monitoring and management of patients on high-risk medicines) we served a warning notice under Section 29 of the Health and Social Care Act 2008, as the provider was failing to comply with the relevant requirements of Regulation 12, (1), Safe care and treatment, of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The full comprehensive report on the March 2019 inspection can be found by selecting the 'all reports' link for Highbury Grange Medical Practice on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 18 July 2019 to confirm the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations we identified in the warning notice issued after the March 2019 inspection. This report covers our findings in relation to those requirements.

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

- what we found when we inspected
- information from the provider, patients, the public and other organisations.

We have not re-rated the practice on this occasion. We will consider re-rating the practice when we carry out our follow up inspection, this will be within six months from the publication date of the March 2019 report.

We found that:

- The practice had addressed all of the issues identified within the warning notice and now provided care and treatment in a way that kept patients safe and protected them from avoidable harm.
- Comprehensive care records were maintained and there was appropriate management and monitoring for patients administered high-risk medicine.

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

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist advisor.

Background to Highbury Grange Medical Practice

Highbury Grange Medical Practice is a GP practice located in the London Borough of Islington and is part of the NHS Islington Clinical Commissioning Group (CCG).

The practice is located in a residential area which is accessible by local bus and train services. The practice is located on the ground floor with step free access.

The practice provides care to approximately 9100 patients. The practice area population has a deprivation score of 5 out of 10 (1 being the most deprived). The practice serves a higher than average number of working age patients. The practice cares for a diverse population with approximately 30% of its patients from Black and ethnic minority backgrounds.

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 commonest form of GP contract.

The practice is registered with the Care Quality Commission to provide the regulated activities: Diagnostic and screening procedures; Treatment of disease, disorder or injury; and Maternity and midwifery services.

The practice team consists of three GP partners (two male and one female), one male and two female salaried GPs, two female practice nurses, a practice manager and an administrative and reception team.

The practice's opening hours are 9am to 6:30pm on weekdays, with GP extended hours appointments operating between 6.30pm-8.30pm Thursdays, and nurse extended hours appointments operating between 9am-1pm Saturdays.

Standard appointments are 10 minutes long, with double appointments available to patients who request them, or for those who have been identified with complex needs.

The practice has opted out of providing an out-of-hours service. When the practice is closed, patients are redirected to a contracted out-of-hours service. The local Clinical Commissioning Group has commissioned an extended hours HUB service, which operates across three locations. The HUB sites operate from 6.30pm to 8pm on weekdays and 8am – 8pm on weekends. Patients may book appointments with the hub service by contacting the practice.