

St Ann's Road Surgery

Inspection report

256 St Anns Road
London
N15 5AZ
Tel: 02088004032

Date of inspection visit: 23 November 2022
Date of publication: 22/12/2022

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 well-led?

Inspected but not rated



Overall summary

We carried out unannounced focused inspection at St Ann's Road Surgery on 23 November 2022 to follow up on concerns received regarding the practice. We looked at the Well-led key question to review elements of the overall running of the practice.

Safe - *not inspected*

Effective - *not inspected*

Caring - *not inspected*

Responsive - *not inspected*

Well-led – inspected but not rated

Following our previous inspection on 31 October 2017, the practice was rated good overall and for all key questions.

The full report for previous inspections can be found by selecting the 'all reports' link for St Ann's Road Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up concerns reported to us. We looked at a range of issues. These included clinical staffing arrangements and appointment capacity. We reviewed appointment triaging processes and discussed the workplace culture with staff. We did not identify any breaches of regulation during our inspection. This report 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.
- Reviewing staff rotas.
- Reviewing policies.
- 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 and
- information from the provider, patients, the public and other organisations.

Overall summary

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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-centre care.

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

- Review the effectiveness of staff training, to be assured that learning is embedded.
- Review the way telephone contacts with patients are captured, to be assured that potential issues of concern are recorded on the patient record.

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 and an inspection manager who spoke with staff during a site visit.

Background to St Ann's Road Surgery

St Ann's Road Surgery is a GP practice located in Tottenham in North London and is part of the Haringey Sub Integrated Care Board Locations (SICBL). The practice is located in a purpose built premises within a community health centre site.

A number of community health services are offered at the health centre by the different providers. The practice is fully accessible.

Services are provided from: St Ann's Road Surgery, The Laurels Healthy Living Centre, 256 St Ann's Road, Tottenham, London, N15 5AZ.

Online services can be accessed from the practice website: www.haringeygp.co.uk, and the practice mobile app.

St Ann's Road Surgery is managed by the provider organisation AT Medics Limited. The company took over the contract to provide NHS primary care services at St Ann's Road Surgery on 1 August 2017. Prior to this date, primary care services at this location were provided by two separate GP Practices, Chestnuts Park Surgery and The Laurels Medical Practice. AT Medics were awarded a caretaker contract for Chestnuts Park Surgery in April 2016 and were awarded a caretaker contract for The Laurels Medical Practice in November 2016. Prior to these caretaker arrangements being put in place, both originating practices had been through periods of instability.

The Laurels Medical practice had previously been managed under a caretaking arrangement by a different provider but this arrangement had been terminated. AT Medics Limited is run by six GP directors who are all practicing GPs.

The company manages 37 GP practices across London.

The practice offers 80 appointments per 1000 registered patients per week.

The practice provides primary medical services to approximately 16,443 patients through an alternative provider medical services (APMS) contract. (APMS is a locally negotiated contract open to both NHS practices and voluntary sector or private providers).