

Rutland House Surgery

Inspection report

40 Colney Hatch Lane
London
N10 1DU
Tel: 02088838214

Date of inspection visit: 17-19 July 2023
Date of publication: 11/09/2023

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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Rutland House Surgery on 17-19 July 2023. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

During a routine inspection in May 2022, we rated the practice as requires improvement overall and issued a warning notice and requirement notice for regulation 12 and regulation 17. This was because of concerns regarding:

- systems and processes for managing patients prescribed high-risk drugs and on long-term conditions.
- the management of drug safety alerts.
- the availability of emergency medication.
- overdue risk assessments.
- the temperature readings of the vaccine fridge in the branch site.

The warning notice provided the practice with three months to make improvements to the above concerns. We conducted a focused inspection in September 2022 to follow up on the warning notice and found the practice had made improvements in respect of the above concerns. Therefore, we were satisfied the practice had met the conditions of the warning notice. At this inspection, we found the practice continued to make improvements and we were able to rate the practice good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Rutland House Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up breaches of regulation from a previous inspection.

Outline focus of inspection to include:

- Key questions inspected
- Areas followed up including any breaches of regulations or 'shoulds' identified in previous inspection
- Any other areas reviewed

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:

Overall summary

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

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. This included the prescribing and monitoring of patients on high-risk drugs, the monitoring of drug safety alerts and maintaining infection prevention and control standards within the premises.
- Patients received effective care and treatment that met their needs. We found patients with long-term conditions and medication reviews were being monitored appropriately.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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.

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 Health Care

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 North Central London integrated care board (ICB). The practice provides care to approximately 11,500 patients and has a deprivation score of 7 out of 10 (1 being the most deprived).

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 with patients being able to access services at either surgery.

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.

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

The practice team consists of 2 principal GP's, 7 salaried GP's, 3 locum GP's, 2 practice nurses and a health care assistant. The practice is also staffed by 3 PCN pharmacists. The clinical team is supported by a practice manager, assistant practice manager and a team of administrators.

The practices opening hours are 8am-6:30am on Mondays, Wednesdays, Thursdays, and Fridays and 8am-8pm on Tuesdays. The practice is open on one Saturday a month.

The practice offers a range of appointment types including booking appointments in advance or on the day, telephone consultations and online consultations.