

Cornwall House Surgery

Inspection report

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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

Good



Are services safe?

Good



Overall summary

We previously carried out an announced comprehensive inspection at Cornwall House Surgery in February 2019 as part of our inspection programme. We rated the practice as Good overall. We rated the practice Good for providing responsive, effective, caring and well-led services and requires improvement for providing a safe service. You can read the full report by selecting the 'all reports' link for Cornwall House Surgery on our website (www.cqc.org.uk).

We were mindful of the impact of the Covid-19 Pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the Covid-19 Pandemic when considering what type of inspection was necessary and proportionate, this was therefore a desk-based inspection. On 9 December 2021, we carried out a desk-based review to confirm that the practice had carried out improvement plans to their service.

We found that the practice had put measures in place for ongoing improvement. The practice is now rated Good for providing responsive services.

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

- What we found when we reviewed the information sent to us by the provider;
- Information from our ongoing monitoring of data about services.

We have rated Safe as Good because:

- Systems have been put in place to monitor and improve systems of medicines management.

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

We did not visit Cornwall House Surgery during this inspection. The review of information sent by the practice was undertaken remotely by a CQC inspector.

Background to Cornwall House Surgery

Cornwall House Surgery is located in Finchley in the London Borough of Barnet. The practice holds a General Medical Services (GMS) contract (an agreement between NHS England and general practices for delivering medical services). The practice provides enhanced services for example, adults and child immunisations, extended hours and facilitating timely diagnosis and support for people with dementia.

The practice is registered with the Care Quality Commission (CQC) to carry out the regulated activities of treatment of disease, disorder or injury; diagnostic and screening procedures; family planning; and maternity and midwifery services.

The practice has approximately 5,800 registered patients.

The staff team at the practice includes two full time partner GPs (one male and one female). The practice clinical team also includes three part time salaried GPs working ten clinical sessions a week, one part time practice nurse and one healthcare assistant (both female). The practice has 13 staff in its administrative team. This includes a practice manager and finance manager. All staff work a mix of full time and part time hours. The practice is an approved training practice for GPs.

The practice's opening hours are 8am to 6.30pm Monday to Friday. The practice is closed on Saturday and Sunday.

Urgent appointments are available each day and GPs also complete telephone consultations for patients. In addition, the practice is a participant of the Pan Barnet GP network, which is a federation of local GP practices which was set up locally to provide appointments for patients at eight local GP practices between 8am and 8pm; providing additional access out of hours. There is also an additional out of hours service provided to cover the practice when it is closed, an answerphone message gives the telephone number they should ring depending on their circumstances. Information on the out of hours service is provided to patients on the practice leaflet as well as through posters and leaflets available at the practice.

The practice's percentage of people with a long standing health condition is below the national average (39% compared to 51%). At 83 years, male life expectancy is above the England average of 79 years. At 85 years, female life expectancy is above the England average of 83 years.