

Charlton House Medical Centre

Inspection report

581 High Road
London
N17 6SB

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Date of inspection visit: 23 March 2022
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We previously carried out an announced comprehensive inspection at Charlton House Medical Centre on 8 June 2021. We rated the practice as inadequate and it was placed into special measures with effect from 26 August 2021. We identified concerns over safety and governance at the practice. We served warning notices under regulations 12 and 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We carried out a focussed follow-up inspection at Charlton House Medical Centre on 22 September 2021 to follow-up on issues previously within the said warning notices. At the September 2021 inspection, report published 26 November 2021, we found the practice had made insufficient progress with resolving the issues set out in the warning notices. Following the inspection, we served a notice of urgent suspension of Charlton House Medical Centre on 27 September 2021, because we believed that a person would or may be exposed to the risk of harm if we did not take that action. The suspension was scheduled to last for a period of six months until 29 March 2022.

We carried out this announced focussed inspection at Charlton House Medical Centre on 23 March 2022 to follow-up on the progress Charlton House Medical Centre had made in resolving the issues identified within the notice of urgent suspension.

We have not reviewed the ratings for the key questions or for the practice overall as this was a focussed follow-up inspection to assess whether the breaches of regulations outlined in the Notice of Suspension had been rectified. We will consider the practice's ratings in all key questions when we carry out a full comprehensive inspection at the end of the period of special measures.

The full reports for previous inspections can be found by selecting the 'all reports' link for 'reports' link for Charlton House Medical Centre on our website at <https://www.cqc.org.uk/location/1-10893062639>.

How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate services and respond to risk to patients. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

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:

- Despite having time and opportunity to prepare to resume its role as provider of services, the practice had failed to take sufficient action to prepare to resume its role safely as provider of services to the practice population. Action the practice could have taken included:

Overall summary

- developing a range of suitable policies and procedures to ensure clinical and non-clinical staff worked to appropriate standards to meet the needs of the patient population;
- a programme of quality improvement including a range of clinical audits to monitor and help to improve clinical and non-clinical performance;
- appointing key personnel including a clinical lead to oversee and direct clinical and non-clinical staff;
- developing a plan to prioritise its work to give maximum effort to improving patient care for the most vulnerable groups before moving on to concentrate on successively less vulnerable groups;
- identifying relevant education and training courses to meet the learning needs of clinical and non-clinical staff to enable them to implement the governance structures and systems.
- The practice had made insufficient progress with resolving the issues set out in the notice of urgent suspension. Following the inspection, we served a notice of extension of urgent suspension of Charlton House Medical Centre on 29 March 2022, because we believed that a person would or may continue to be exposed to the risk of harm if we did not take that action. The suspension was scheduled to last for a period of three months until 30 June 2022.

A final version of this report, which we will publish in due course, will include full information about our regulatory response to the concerns we have described.

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, working off-site via video conference facilities, and two team inspectors who undertook a site visit. The team included a GP specialist advisor.

Background to Charlton House Medical Centre

Charlton House Medical Centre is located in North London at:

581 High Road,
Tottenham,
London,
N17 6SB

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice is situated within the North Central London Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to approximately 6,800 patients.

Information published by Public Health England report deprivation within the practice population group as two on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

It caters for a high proportion of patients with type 2 diabetes: 11%, compared to a local average of 6% and the national average of 7%.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided locally by four GP Hubs, where late evening and weekend appointments are available. Patients can book appointments with the local hubs by contacting the practice. When the practice is closed, patients are redirected to a contracted out-of-hours service.