

Dr Michael Cavendish

Inspection report

73 Hodford Road
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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

Requires improvement



Are services safe?

Inadequate



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Dr Michael Cavendish (Hodford Road Surgery) on 14 November 2019. We decided to undertake an inspection of this service following our annual review of the information available to us.

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 have rated this practice as requires improvement overall. The key questions were rated inadequate for safe, requires improvement for effective and well-led and good for caring and responsive. Two of the six population groups were rated as requires improvement, the remaining four population groups were rated as good .

At this inspection we identified a breach of regulations 12 (safe care and treatment). We will carry out a focussed follow-up inspection within the next six months to ensure the practice is compliant with the regulations where breaches have been identified.

We rated the practice as **inadequate** for providing safe services because:

- Patient safety was put at risk because prescribing of high-risk medicines was not always in line with national guidance.

We rated the practice as **requires improvement** for providing effective services because:

- The system for managing staff training was not always effective and not all staff had completed annual mandatory training.
- The practice was performing above local and national averages for several clinical indicators. However, there was no clear plan in place to improve the poor uptake for childhood immunisations and cervical screening.

We rated the practice as **requires improvement** for providing well-led services because:

- There was a reasonable system of governance however some areas required improvement to ensure risks were identified and acted upon.

These areas affected two population groups, families children and young people and working age people (including those recently retired and students). These two population groups have been rated as **requires improvement**.

The remaining four population groups have been rated as **good** as detailed in the evidence table under the responsive and effective key questions.

We rated the practice as **good** for providing caring and responsive services because:

- Staff treated patients with dignity and respect.
- Patient feedback was positive about the service.
- The practice took account of the needs of its patients and made the service accessible.

The areas where the provider **must** make improvements are:

- Ensure national guidance is adhered to for the management of all high-risk medicines.

The areas where the provider **should** make improvements are:

- Ensure the systems used to manage staff training are effective and identify gaps in training requirements.
- Ensure there is a failsafe system in place for patients given two week wait referrals.
- Review current nursing provision at the practice with a view to improving clinical outcomes for patients.
- Ensure vaccine fridge temperature logs include minimum and maximum temperatures.

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 Inspector. The team included a GP Specialist Advisor and a Practice Manager Specialist Advisor.

Background to Dr Michael Cavendish

Dr Michael Cavendish (Hodford Road Surgery) is located at 73 Hodford Road, Golders Green, London, NW11 8NH. The provider is registered with CQC to deliver the Regulated Activities: diagnostic and screening procedures, maternity and midwifery, surgical procedures and treatment of disease, disorder or injury.

Dr Michael Cavendish is situated within the Barnet local authority and is one of 54 practices serving the NHS Barnet Clinical Commissioning Group area. The practice provides services to 3,823 patients.

The provider is a single-handed male GP and is supported by a clinical team made up of two male salaried GPs, two locum GPs (one male and one female),

one female practice nurse and one female health care assistant. The clinical staff and patients were supported by a team of five non-clinical members of staff which included one practice manager.

The practice was open Monday to Friday from 8am to 6.30pm. Outside of these hours, patients were advised to access the pre-bookable hub appointments (available Monday to Friday from 6.30pm to 8pm and Saturday and Sunday from 8am to 8pm) or to contact NHS 111.

The patient population served by the practice has a higher than average number of patients under the age of 44. The practice has a lower number of patients aged 65 and over when compared to the national average. Of the patients registered at the practice, 81% are working or in full-time education, significantly higher than the local average of 66% and the national average of 61.9%.

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Maternity and midwifery services	The provider had failed to ensure the proper and safe management of medicines.
Surgical procedures	In particular we found that:
Treatment of disease, disorder or injury	For three types of high risk medicines, prescribers were issuing prescriptions without ensuring the appropriate monitoring had been carried out.