

Bridge House Medical Practice

Inspection report

96 Umfreville Road
London
N4 1TL
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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 responsive to people's needs?

Good 

Overall summary

We previously carried out an announced comprehensive inspection at Bridge House Medical Practice in November 2019 as part of our inspection programme. We rated the practice as Good overall. We rated the practice Good for providing safe, effective, caring and well-led services and requires improvement for providing a responsive service. You can read the full report by selecting the 'all reports' link for Bridge House Medical Practice 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 3 November 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 responsive as Good because:

- Systems have been put in place to monitor and improve access for patients, including the installation of a new telephone system, increased number and range of appointments and further staff training.

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 Bridge House Medical Practice during this inspection. The review of information sent by the practice was undertaken remotely by a CQC inspector.

Background to Bridge House Medical Practice

Bridge House Medical Practice is located at 96 Umfreville Road, London, N4 1TL. The provider is registered with the Care Quality Commission (CQC) to deliver the regulated activities of diagnostic and screening procedures; maternity and midwifery services; and the treatment of disease, disorder or injury.

Bridge House Medical Practice is situated within the Haringey local authority and services the NHS North Central London Clinical Commissioning Group (CCG) area. The practice provides services to 10,349 patients.

The provider is a single handed female GP and is supported by a clinical team made up of six salaried GPs (both male and female), an F2 doctor, s GP registrar, a female healthcare assistant, a male musculoskeletal ended scope practitioner and a practice nurse. The clinical staff team and patients were supported by a team of ten non-clinical members of staff which included a practice manager and a business manager.

The practice was open Wednesday and Thursday from 8am to 6.30pm and 7am to 6.30pm on Monday, Tuesday and Friday. Outside of these hours, patents were advised to access the pre-bookable hub appointments (available Monday to Friday from 6.30pm to 8.30pm and Saturday and Sunday from 8am to 8pm) or 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 compared to the national average, however it is comparable to other local practices in the CCG area. Of the patients registered at the practice, 80% are working or in full-time education, significantly higher than the local average of 69% and the national average of 61.9%.