

Bounds Green Group Practice

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 carried out an announced comprehensive inspection at Bounds Green Group Practice (the practice) on 26 September 2019 as part of our inspection programme. We rated the practice as Good overall and in respect of the key questions Effective, Caring, Responsive and Well-led and for the six population groups. We rated it as Requires improvement for providing Safe services, because of concerns with infection prevention and control processes and management of emergency medicines and equipment. We served a requirement notice under regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, relating to Safe care and treatment.

We also stated that the practice should make improvements in the following areas:

- Consider introducing a system to record and monitor actions taken as a result of patient safety alerts, including a step to ensure these are read and acknowledged by relevant staff.
- Put steps in place to ensure clinical equipment carried in doctors bags undergoes calibration testing in line with guidance

Our report of the September 2019 inspection can be found by going to the following page of our website and selecting the Reports tab: <https://www.cqc.org.uk/location/1-564499987>

After the inspection, the practice sent us a plan of actions it intended to take to ensure it was able to meet the legal requirements under the key question, Safe.

This focussed inspection was carried out 24 September 2020 as a desk-based review of evidence provided by the practice, looking at the issues previously identified to check and confirm that the practice had carried out its plan to meet the legal requirements. It included an online meeting between our inspector and practice staff.

We found that the practice had taken appropriate action to meet the requirements of the regulations relating to providing a Safe service. Accordingly, we have revised the practice's rating in respect of providing Safe services to Good. The revised rating has not changed the overall rating for the practice, which remains Good.

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

The inspection review was carried out by a CQC lead inspector.

Background to Bounds Green Group Practice

The Bounds Green Group Practice is a practice located in the London Borough of Haringey. The practice is part of the NHS Haringey Clinical Commissioning Group (CCG). It currently holds a General Medical Service (GMS) contract (a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract) to approximately 18000 patients.

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

The practice serves a diverse population with many patients attending where English is not their first language. The practice has a mixed patient population age demographic with 37.6% under the age of 18, compared to 31.7% when the practice was inspected in January 2016. Average male life expectancy is 81.1 years and female life expectancy is 84.5 years, both of which are above the England averages of 79.2 years and 83.2 years respectively.

The Bounds Green Group Practice is situated within a purpose built two storey building. Consulting rooms are situated on both levels of the building with a lift to ensure patients who were not able to use the stairs could access the upper rooms.

The practice is a teaching practice and a training practice. At the time of this inspection four of the practice GPs were GP trainers and in addition to five GP registrars, the practice was hosting a foundation doctor (FY2) trainee doctor and one final year medical student. The practice was also hosting a Physician Associate trainee who was

undertaking clinical practice as part of their university course. A GP Registrar is a qualified doctor who is training to become a GP through a period of working and training in a practice. A foundation doctor (FY1 or FY2) is a grade of medical practitioner in the United Kingdom undertaking compulsory postgraduate medical training.

There are currently five full time GP partners (four female and one male) who undertake a combined total of 28 clinical sessions. There are eight salaried GPs (four female and four male) who carry out thirty-four sessions per week and five GP registrars (three female and two male) who carry out a total of 36 sessions a week. The clinical team is completed by two nurses who provide a total of 70 hours of nursing session and one healthcare assistants who undertakes 36 hours of clinical time each week. There is also a practice manager, an assistant practice manager and 15 administration and reception staff.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are from 8.10am to 11.30am every morning and 2.30pm to 6.30pm daily. Extended hours surgeries are offered at the following times on a Saturday between 8.45am and 12.30pm. In addition to pre-bookable appointments that could be booked up to seven days in advance, urgent appointments were also available for people that needed them. The practice opted out of providing an out of hours service and refers patients to the local out of hours service or the '111' service.

The practice provides a range of services including child health and immunisation, minor illness clinic, smoking cessation clinics and clinics for patients with long term conditions. The practice also provides health advice and blood pressure monitoring.