

# The Gadhvi Practice

## Inspection report


1A Fountayne Road  
London  
N16 7EA  
Tel: 020 7683 4854  
[www.thegadhvipractice.co.uk](http://www.thegadhvipractice.co.uk)

Date of inspection visit: 22 May 2019  
Date of publication: 23/07/2019

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 effective?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced focussed inspection at The Gadhvi Practice on 22 May 2019. At this inspection we looked at whether the practice was providing an effective and well led service. This was following our previous inspection on 5 July 2018 where we rated the practice as requires improvement for providing an effective service due to the outcomes for the child immunisation programme being below the local and national average.

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 good overall and good for all population groups.**

We found that:

- Child immunisation figures were below WHO targets. However the practice had put a number of measures in place to improve figures. Evidence was provided to show that they were one of the higher performers amongst local practices with very similar patient populations that were struggling with this.
- Patients received effective care and treatment that met their needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should:**

- Continue to review ways to promote the child immunisation programme.

**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

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a GP specialist advisor.

## Background to The Gadhvi Practice

The Gadhvi Practice is located in Hackney in North East London. It is a member of City and Hackney Clinical Commissioning Group (CCG). The practice is located at:

1a Fountayne Road

London

N16 7EA

The practice provides a primary care service through a general medical services (GMS) contract to approximately 4800 patients in the local community.

It is located on the ground floor within the purpose built Fountayne Road Health Centre. Two further GP practices and community services are also located within the building and share the waiting area.

We undertook a comprehensive inspection of the Gadhvi Practice on 24 October 2016 under section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. As a result of that inspection, we rated the practice inadequate overall. We rated the practice as:

- Inadequate for providing safe and well led services;
- Requires improvement for providing effective, caring and responsive services.

Following the publication of the inspection report, the practice was placed into special measures for a period of six months.

We undertook a further announced comprehensive inspection of the practice on 31 July 2017. This inspection was carried out following the period of special measures to ensure improvements had been made and to assess whether the practice could come out of special measures. The practice was rated good overall, with a good rating for providing a safe, effective, caring and well led service. The practice was rated as requires improvement for providing a responsive service. A requirement notice was issued for Regulation 17 HSCA (RA) Regulations 2014 (Good Governance) as the practice had established effective systems and processes to improve patient access in line with patient feedback . Following this inspection, the practice was taken out of special measures.

We inspected the practice on 5 July 2018 and rated the practice good for providing a safe, caring, responsive and well led service and requires improvement for providing an effective service. We found that outcomes for the childhood immunisation and cervical screening programmes and outcomes for patients with long term conditions and on the mental health register were below local and national averages.

The practice provides a range of enhanced services such as minor surgery, child health clinics and a travel health

service. It is registered with the Care Quality Commission to carry out the regulated activities of maternity and midwifery services; family planning; treatment of disease, disorder or injury; and diagnostic and screening services.

The staff team at the practice includes two GP partners (one currently on maternity leave), salaried GP, a long-term locum GP, a long-term locum nurse, healthcare assistant, practice administrator, business manager, practice manager and a team of reception staff. In total the GPs typically provide 24 clinical sessions per week. Patients have the choice of a male or female GP.

The practice opens between 8.00am and 6.30pm every weekday. GP appointments are available from 9.30am to 11am, with telephone consultations running from 11am to 12.30pm. In the afternoon GP appointments are available between 3.30pm and 5.30pm. appointments include home visits, online pre-bookable appointment and urgent appointments for patients who need them.

Patients telephoning when the practice is closed get a recorded message asking them to ring the out of hours number (NHS111). Between the hours of 8.00am and 9.00am the out-of-hours provider contacts the practice duty doctor with details of patients that need care. Out-of-hours appointments are also provided by the local GP Hub. Appointments are available between 6.00pm and 8.00pm weekdays and between 8.00am and 8.00pm on the weekends.

The practice population is characterised by higher than average levels of income deprivation and average levels of life expectancy. The population is relatively young with only 10% of patients aged over 65 compared to 17% nationally. The practice population is ethnically and culturally diverse with patients who are orthodox Jewish, Caribbean, African, Asian, Polish, Turkish, white British and Indian by background.