

# Ordnance Unity Centre for Health

## Inspection report

645 Hertford Road  
Enfield  
Middlesex  
EN3 6ND

Tel: Tel: 01992 761185

<https://www.ordnanceunityhealthcentre.co.uk/>

Date of inspection visit: 28 March 2019

Date of publication: 10/06/2019

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 safe?

Good 

Are services effective?

Good 

Are services responsive?

Good 

# Overall summary

We carried out an announced, focussed inspection at Ordnance Unity Centre for Health on 28 March 2019. The inspection took place in response to concerns raised regarding complaints management, staff pre employment checks and the operation of the practice's emergency call triage system.

The practice had been previously inspected in March 2018 and the key questions of Safe, Effective, Caring, Responsive and Well led were rated as Good.

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services responsive? – Good

We have rated this practice as good overall and good for all population groups.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from the provider, patients, the public and other organisations.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

- Patients received effective care and treatment that met their needs.

- Complaints were listened to and responded to in a timely way; and that they led to improvements in the quality of care.

- Leadership and practice management arrangements supported the delivery of high-quality, person-centre care.

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

- Monitor recent actions aimed at improving how uncollected prescriptions are managed.

- Take action to improve take up of the Electronic Prescription Service (EPS) which sends electronic prescriptions from GP surgeries to pharmacies.

- Continue to work with its Patient Participation Group (PPG) to improve patient satisfaction on phone access.

- Continue to monitor actions taken to improve childhood immunisations uptake.

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 Ordnance Unity Centre for Health

Ordnance Unity Centre for Health is located in Enfield Wash, London Borough of Enfield, North London. The practice has a patient list of approximately 9,000 patients. Thirty three percent of patients are aged under 18 (compared to the national practice average of 21%) and 7% are 65 or older (compared to the national practice average of 17%). Forty eight percent of patients have a long-standing health condition.

The services provided by the practice include child health care, ante and post-natal care, immunisations, sexual health and contraception advice and management of long term conditions.

The practice holds an Alternative Provider Medical services (APMS) contract. This is a locally negotiated contract open to NHS practices, voluntary sector or private providers. There are currently five GPs (four female, one male), one female advanced nurse practitioner, two female practice nurses, one female health care assistant, one female clinical pharmacist, a practice manager and a team of reception/administrative staff.

The practice's opening hours are:

- Monday to Friday: 8:00am - 6:30pm
- Saturday: 9:00am to 3:00pm (pre-booked appointments)

In addition, patients can access late evening and weekend appointments from local HUB services based at other practices in the Clinical Commissioning Group area.

Outside of the above times, cover is provided by an out of hours provider.

The practice is registered to provide the following regulated activities which we inspected:

Diagnostic and screening procedures; Family planning; Treatment of disease, disorder or injury;

Maternity and midwifery services; and surgical procedures.