

Dr Saramma Samuel

Inspection report

114 Finchley Lane
Hendon
London
NW4 1DG
Tel: 02082030546

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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr Saramma Samuel on 26 March 2019 as part of our inspection programme.

At the last inspection in December 2016 we rated the practice as requires improvement for providing safe services because there were ineffective systems in place for prescribing the high-risk medicine methotrexate.

At this inspection, we found that the provider had satisfactorily addressed this area. We reviewed the prescribing of high-risk medicines and found there were safe and effective systems in place including a comprehensive policy which included the most up to date national guidance.

We based our judgement of the quality of care at this service is 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.

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

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There were systems in place to protect vulnerable patients and staff we spoke to were able to demonstrate their knowledge of using these systems.

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

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

- The practice was able to demonstrate they analysed their performance and implemented plans to make improvements.

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

- Feedback from patients was consistently positive and was in line with local and national averages.
- We observed staff interacting with patients in a caring manner.

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

- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care.
- Patient feedback was above local and national averages for accessing the service.

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

- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.
- There was evidence that continuous learning and improvement were embedded in the culture of the practice.

These outstanding areas benefitted all population groups and so we rated all population groups as **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

Population group ratings

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

Our inspection team

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

Background to Dr Saramma Samuel

Dr Saramma Samuel (Hillview Surgery) is located at 114 Finchley Lane, London, NW4 1DG .

The practice has a contract with NHS Barnet Clinical Commissioning Group (CCG) which is made up of 51 general practices. The practice holds a General Medical Services contract (an agreement between NHS England and general practices for delivering general medical services). The practice is registered with the CQC to carry out the following regulated activities – family planning, diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice is a member of Barnet GP Federation and when the practice is closed, out of hours cover for emergencies is provided at local hubs which have pre-bookable appointments or walk-in appointments on evenings and weekends. At the time of our inspection there were 1.888 patients on the practice list.

The practice has two female GPs (one principal GP and one long-term locum GP), one female practice nurse, one female healthcare assistant, two practice managers and three receptionists.

The practice catchment area is classed as being within one of the least deprived areas in England. The practice scored seven on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services. National General Practice Profile describes the practice ethnicity as being 62.5% white British, 19.4% Asian, 7.2% black, and 4.2% mixed and 1.1% other non-white ethnicities. The practice demographics show a slightly lower than average percentage of people in the 75+ year age group. Average life expectancy is 81 years for men and 85 years for women compared to the national average of 79 and 83 years respectively. The general practice profile shows that 48.6% of patients registered at the practice have a long-standing health condition, compared to 43.4% locally and 51.2% nationally.