

# Longrove Surgery

## Inspection report

70 Union Street  
Barnet  
EN5 4HT  
Tel: 02083706660  
[www.longrovesurgery.co.uk](http://www.longrovesurgery.co.uk)

Date of inspection visit: 18 March 2022  
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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 to people's needs?

Good 

Are services well-led?

Good 

# Overall summary

**This service is rated as Good overall.**

**Safe** - Good

**Effective** - Good

**Caring** - Good

**Responsive** – Good

**Well-led** - Good

The full reports for previous inspections can be found by selecting the 'all reports' link for Longrove Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out an announced comprehensive inspection at Longrove Surgery as part of our inspection programme.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently. This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements. This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- Short site visit

## Our findings

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.

We found that:

- The clinical docman system had a backlog due to staff shortages.
- The performance for childhood immunisations and cervical screening was below national performance targets.
- The number of patients identified as carers was below the national target.
- The service had systems to manage risk so that safety incidents were less likely to happen. When they did happen, the provider learned from them and improved their systems.

# Overall summary

- The service routinely reviewed the effectiveness and appropriateness of care the provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- The service had systems and processes in place to ensure that patients were treated with compassion, dignity and respect and they were involved in decisions about their care and treatment.
- Patients were able to access care and treatment within an appropriate timescale for their needs.
- The service had systems in place to collect and analyse feedback from patients.
- There was a clear leadership structure to support good governance and management.

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

- Continue to reduce the backlog on the clinical docman system and review the fail-safe process to ensure a backlog does not reoccur.
- Look at ways to increase the number of patients identified as carers.
- Continue to increase the uptake for cervical screening and childhood immunisations.

**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

Our inspection team included:

- GP Specialist Advisor that conducted remote clinical reviews and staff interviews on 18 March 2022.
- CQC Inspector completed a short site visit on 18 March 2022.

## Background to Longrove Surgery

Longrove Surgery is located at 70 Union Street, Barnet, London, EN5 4HT. The practice provides NHS primary care services to approximately 17,400 patients. The practice was registered with the Care Quality Commission in January 2014 to carry out the following regulated activities: diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery service, and family planning.

The practice is situated in a purpose-built facility shared with other local services and has 13 clinical consultation rooms in use.

The practice population is in the eighth less deprived decile in England. The practice population of children, older people and working age population is in line with national averages.

The clinical team at the practice is made up of five GP Partners, nine salaried GPs, one GP registrar, one pharmacist, one nurse prescriber, two practice nurses, one trainee nurse, two healthcare assistants (HCA) and one GP assistant. The non-clinical team at the practice is made up of 30 members of staff including the practice manager. When the practice is closed patients are directed to contact the local out of hours provider. There were weekend appointments available with GPs, nurses, HCAs and phlebotomists through the local GP Federation.