

Islington Community Ear Nose and Throat Clinic at City Road Medical Centre

Inspection report

190 - 196 City Road
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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 well-led?

Good 

Overall summary

We carried out an announced focussed follow-up inspection at Islington Community Ear Nose and Throat Clinic at City Road Medical Centre on 31 January 2020 as part of our inspection programme.

At this inspection we followed up on breaches of regulations identified at our previous inspection on 15 March 2019.

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:

- The service was recording the immunisation status of clinical staff.

- Fire drills had taken place on days when the service was not present. However, after our inspection staff had participated in a fire drill arranged for a day they were in attendance.
- The service had made patient leaflets available in an easy read format for the benefits of patients with sight issues.
- The service had made information about how to complain available on its website.
- 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

Background to Islington Community Ear Nose and Throat Clinic at City Road Medical Centre

Islington Community Ear Nose and Throat Clinic at City Road Medical Centre is located at 190 - 196 City Road, London, EC1V 2QH. The surgery has good transport links and there is a pharmacy located nearby.

It is one of three services providing nine clinics operating, between them, Monday to Friday each week providing specialist Ear Nose and Throat (ENT) outpatients clinic, and collectively known as Islington Community ENT Service.

The provider, which also runs a GP Hub service and a specialist community gynaecology service is registered with CQC to deliver the Regulated Activities of: Maternity and midwifery services; Surgical procedures; Diagnostic and screening procedures; Treatment of disease, disorder or injury.

Islington Community Ear Nose and Throat Clinic at City Road Medical Centre is situated within the Islington Clinical Commissioning Group (CCG) and provides a specialist ENT service. The provider Islington GP Group Limited is a GP Federation with shareholders comprising of 31 of the 32 GP Practices in Islington CCG. In addition to

the ENT service it also provides local GP Hubs offering appointments to patients between 6.30pm - 8.00pm Monday to Friday and 8.00am – 8.00pm at weekends and a community gynaecology service within Haringey and Islington.

The service is available, by referral, to all patients registered with a GP practice which is part of Islington CCG. The service operates under the terms of a contract with Islington CCG.

The clinical staff team at the service includes three part-time GPs, one of whom is also the clinical lead and Registered Manager of the service. All of the GPs have a special interest in ENT and have gained either a post-graduate diploma in ENT or an equivalent secondary care qualification. The non-clinical staff consist of a full-time operations manager and two administrators, though there are other staff of the provider who provide input into the service, including human resources and additional administration support to provide cover.