

The Hoxton Surgery

Inspection report

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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 The Hoxton Surgery on 11 December 2018 as part of our inspection programme.

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:

- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- 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:

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Continue with efforts to improve the up-take of child immunisations for children aged two and cervical screening.
- Continue with regular health and safety risk assessments.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

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.

Background to The Hoxton Surgery

The Hoxton Surgery is a GP practice located in the London Borough of Hackney and is part of the NHS City and Hackney Clinical Commissioning Group (CCG).

The practice is provided by three GP partners and is located off the main road which is accessible by local bus and train services. The practice is located on the first floor which is accessible by stairs and a lift.

The practice provides care to approximately 7200 patients. The practice area population has a deprivation score of 3 out of 10 (10 being the least deprived). The practice predominantly serves a younger population and has a higher than average number of patients who are of working age. The practice cares for a diverse population with approximately 40% of its patients from black and ethnic minority backgrounds, with a large number of patients who are from the Turkish community.

The practice holds a PMS (Personal Medical Services) contract with NHS England. This is a locally agreed alternative to the standard GMS (General Medical Services) contract used when services are agreed with a practice which may include additional services beyond the standard contract.

The practice is registered with the Care Quality Commission to provide the regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Surgical procedures; and Treatment of disease, disorder or injury.

The practice team consists of two male and two female GPs, a practice nurse, a healthcare assistant, two pharmacists, a practice manager and an administrative and reception team.

The practice's opening hours are 8am to 6:30pm on weekdays, with extended hours appointments operating between 6.30pm to 8pm on Mondays, Tuesdays and Wednesdays.

Standard appointments are 10-15 minutes long, with double appointments available to patients who request them, or for those who have been identified with complex needs.

The practice has opted out of providing an out-of-hours service. When the practice is closed, patients are redirected to a contracted out-of-hours service. The local Clinical Commissioning Group has commissioned an extended hours HUB service, which operates across four locations between 4pm and 8.30pm on weeknights and

from 8am to 8pm at weekends. The Hoxton Surgery hosts one of the HUBs from Monday to Saturday. Patients may book appointments with the service by contacting the practice.