

# Tottenham Health Centre

## 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

**This practice is rated as Good overall.** (Previous rating March 2017 – Good in all domains and population groups)

We carried out an announced comprehensive inspection at Tottenham Health Centre on 29 January 2019 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:**

- Continue with efforts to improve the up-take of child immunisations for children aged two, bowel cancer screening and cervical screening.
- Review governance arrangements around vaccine management and the practice's quality improvement programme, including planned 2-cycle audits.
- Continue with practice's action plan to improve QOF and patient survey results.

**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 Tottenham Health Centre

Tottenham Health Centre is a GP practice located in the London Borough of Haringey and is part of the NHS Haringey Clinical Commissioning Group (CCG).

The practice is provided by two GP partners and is located on the main road which is accessible by local bus and train services. The practice is located on ground floor with step free access.

The practice provides care to approximately 5480 patients. The practice area population has a deprivation score of 1 out of 10 (1 being the most deprived). The practice serves a predominantly 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 57% of its patients from black and ethnic minority backgrounds, with a large number of patients who are from the Turkish and Polish communities.

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 one male and one female GP partner, one male and one female long-term locums, two practice nurses, a healthcare assistant, a practice manager, an assistant 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 7am-8am and 6.30pm-7.30pm on Tuesdays and 7am-8am Thursdays.

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 6.30pm and 8.30pm on weeknights and from 8am to 8pm at weekends. Patients may book appointments with the service by contacting the practice.