

# Grovelands Medical Centre

## Quality 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 service

Good 

Are services safe?

Good 

# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out a desk based review of the Grovelands Medical Centre on 10 April 2017. We found the practice to be good for providing safe services and it is rated as good overall.

We had previously conducted an announced comprehensive inspection of the practice on 2 June 2016. As a result of our findings during that visit, the practice was rated as good for being effective, caring, responsive and well-led, and requires improvement for providing a safe service, which resulted in a rating of good overall. We found that the provider had breached one regulation of the Health and Social Care Act 2008: Regulation 19 (3) Fit and proper persons employed. You can read the report from our last comprehensive inspection <http://www.cqc.org.uk/location/1-547861444/reports>. We asked the practice to us to tell us what it would do to make improvements and meet the legal requirements.

We undertook a desk based review on 10 April 2017 to check that the practice had implemented its plan, and to confirm that it had met the legal requirements. This report only covers our findings in relation to those areas where requirements had not been met previously.

Our key findings on 10 April 2017 were as follows:

- The practice had revised their recruitment procedure to include the requirement of pre-employment checks.
- Pre-employment checks had been received for all members of staff.

**Professor Steve Field CBE FRCP FFPH FRCGP**  
Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services.

The regulatory breach identified at our last inspection had been remedied:

- The practice had revised their recruitment procedure to include the requirement of pre-employment checks.
- Pre-employment checks had been received for all members of staff.

**Good**



# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection in June 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-547861444/reports>

Good



### People with long term conditions

The practice is rated as good for the care of people with long term conditions.

This rating was given following the comprehensive inspection in June 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-547861444/reports>

Good



### Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection in June 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-547861444/reports>

Good



### Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students).

This rating was given following the comprehensive inspection in June 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-547861444/reports>

Good



### People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

Good



# Summary of findings

This rating was given following the comprehensive inspection in June 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-547861444/reports>

## **People experiencing poor mental health (including people with dementia)**

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection in June 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-547861444/reports>

**Good**



# Grovelands Medical Centre

## Detailed findings

### Our inspection team

**Our inspection team was led by:**

Our inspection team was led by a CQC Lead Inspector.

### Why we carried out this inspection

We carried out desk top based review of this service on 10 April 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This was because the practice was not meeting some legal requirements during our previous visit on 2 June 2016.

The inspection was conducted to check that improvements planned by the practice to meet legal requirements had been made.

### How we carried out this inspection

During our desk based review on 10 April 2017, we reviewed a range of information provided by the practice.

## Are services safe?

### Our findings

At our last inspection on 2 June 2016 we reviewed ten personnel files and found that the file of a clinical staff member did not contain appropriate pre-employment recruitment checks. For example, the file did not contain an application form, CV, proof of identification, references, qualifications or registration with the appropriate professional body. We asked the provider to take action.

At our desk based review on 10 April 2017 we were informed by the practice that the particular member of staff was no longer employed at the practice. We were provided with evidence confirming that appropriate pre-employment checks were on file for the remainder of staff at the practice. This included references and disclosure and barring service (DBS) checks. We were also shown an updated recruitment policy which stipulated that relevant pre-employment checks must be on file for employees prior to their commencing work at the practice.