

The 157 Medical Practice

Inspection report

157 Stroud Green Road
London
N4 3PZ
Tel: 02072728823
www.the157medicalpractice.nhs.uk

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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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Outstanding 

Overall summary

We carried out an announced comprehensive inspection at the 157 Medical Practice (the practice) on 3 March 2020 as part of our inspection programme. It was the first inspection of the newly-registered service. The previous service provider, which had not been registered by the CQC, had been identified by service commissioners as being in difficulty. The practice has been operated by Federated4Health, the Pan Haringey GP Federation, since July 2019.

We have rated the practice as Good overall and in respect of the key questions Safe, Caring and Responsive. We have rated it as Requires improvement for providing Effective services. We saw unverified data indicating a significant improvement in all aspects of clinical care. This needs to be sustained and improved further, particularly in relation to outcomes for people with long term conditions and people experiencing poor mental health, where performance remains below past local and national averages. We have rated the practice as Outstanding in respect of the key question Well-led, in recognition of the considerable amount of work put in by leaders and staff to bring about improvement to the service, clinical performance and patients' outcomes.

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 found that:

- The provider had made significant improvements to the service, following considerable work by leaders and staff. Patient feedback was particularly positive regarding increased access and caring aspects.

- We were shown unverified data which indicated improvement in all areas of clinical performance, resulting in improved patient outcomes. However, the data showed that some aspects of care, for example in relation to people with long term conditions and people experiencing poor mental health, remained below past averages, and cervical screening and childhood immunisation rates were below targets
- People are protected from avoidable harm and abuse.
- People's care and treatment is planned and delivered in line with current evidence-based guideline, standards, best practice and legislation.
- People are supported, treated with dignity and respect and are involved as partners in their care.
- People's needs are met through the way services are organised and delivered.
- The leadership, governance and culture are used to drive and improve the delivery of high-quality, person-centred care.

The areas where the practice **should** make improvements are

- Continue with efforts to improve the outcomes for people with long term conditions and those experiencing poor mental health.
- Continue with efforts to increase the uptake of cervical screening tests 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

Population group ratings

Older people	Good 
People with long-term conditions	Requires improvement 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

Our inspection team comprised a lead CQC inspector, a GP specialist adviser and a practice nurse specialist adviser.

Background to The 157 Medical Practice

The 157 Medical Practice (the practice) operates at 157 Stroud Green Road, London N4 3PZ the services are provided by Federated4Health (the provider), the Pan Haringey GP Federation.

The practice provides NHS services through a Primary Medical Services (PMS) contract to approximately 4,450 patients. It operates within the NHS Haringey Clinical Commissioning Group (CCG), which is made up of 38 general practices, and it is part of the South West Primary Care Network with two other local practices. The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures; treatment of disease, disorder or injury; family planning; and maternity and midwifery services.

The practice area has a high overall deprivation level. The majority of patients are within the age range of 15-64 years; the practice list has slightly fewer children registered compared with the local average and slightly more patients aged over-65. A third of the patients are of Black and Minority Ethnic (BAME) background.

The clinical team is made up of three of the provider's GPs and four regular locum GPs; three advanced nurse practitioners; and two practice nurses. In addition, there are three clinical pharmacists and two of the administrative staff are training for qualification as health

care assistants. There is a practice manager, a business and IT manager and six admin / receptionists. The practice recently attained accreditation to train student doctors.

The practice's opening times are as follows: -

Monday 6:30 am – 8:00 pm

Tuesday 8:00 am - 6:30 pm

Wednesday 8:00 am - 6:30 pm

Thursday 8:00 am - 6:30 pm

Friday 8:00 am - 6:30 pm

Appointments with GPs and other clinical staff are available throughout the day. Home visits and telephone appointments are available.

Extended hours service appointments offered at the practice on Monday evenings. In addition, further appointments are available via the Haringey CCG's extended hours service at four other locations in the borough. These operate from 6:30 pm - 8:30 pm, Monday to Friday and from 8:00 am - 8:00 pm on the weekends and public holidays.

The practice is closed at weekends and has opted out of providing an out of hours service. Patients calling the practice outside normal operating hours are put through to the local out of hours service provider.