

Drs P Keating & H Appleton

Inspection report

Southbury Surgery
73 Southbury Road
Enfield
Middlesex
EN1 1PJ
Tel: 02083630305
www.southburysurgery.nhs.uk/index.aspx

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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 Drs P Keating & H Appleton on 21 November 2019 as part of our inspection programme. At this inspection we followed up on breaches of regulations identified at a previous inspection on 31 August 2017.

The practice was first inspected in January 2017. We rated the practice inadequate for providing safe and effective services, requires improvement for providing caring and well-led services and good for providing responsive services. We rated the population groups, People with long term conditions and People experiencing poor mental health as inadequate. We rated the population groups Older people, Families, children and young people and Working age people as requires improvement. Breaches of legal requirements were found in relation to services being safe and effective in the practice. We issued the practice with warning notices for regulation 12, safe care and treatment and for regulation 18, staffing. The warning notices required the practice to achieve compliance with the regulations by 28 April 2017. We issued the practice with a requirement notice for a breach of regulation 17, good governance. Following the inspection, the practice was placed in special measures for a period of six months.

We conducted a focused inspection in May 2017 to identify whether the practice had addressed the issues in the warning notices. At the focused inspection on 31 May 2017 we found that the requirements of the warning notice had been met.

We undertook a follow-up comprehensive inspection in August 2017 following a period of special measures. We found action had been taken to address issues identified in the January 2017 inspection although there were areas where further improvements were required. We issued the practice a requirement notice for a breach of regulation 12, safe care and treatment. We rated the practice requires improvement overall and for providing safe and well-led services and for all population groups. We rated the practice good for providing effective, caring and responsive services.

The full comprehensive report on the January 2017, May 2017 and August 2017 inspections can be found by selecting the 'reports' link on our website at www.cqc.org.uk/location/1-594846881.

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.

At this inspection we have rated this practice as good overall and good for all population groups.

We found that:

- The practice had taken action to ensure care was provided 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:**

- Consider putting a process in place to monitor how performance data is entered on the computer system with a view to ensuring information is entered in a timely manner and is accurate.
- Continue to monitor uptake rates for public health screening programmes with a view to bringing about further improvements.

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	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 and a clinical fellow who was observing the inspection.

Background to Drs P Keating & H Appleton

Drs P Keating & H Appleton, also known as Southbury Surgery, is located in Enfield, North London within the NHS Enfield Clinical Commissioning Group and is located in a privately-owned two storey building. There is limited access to parking although the practice is close to a bus stop and Enfield Town train station. The practice provides services to 4,500 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice is registered with the Care Quality Commission to carry on the regulated activities of treatment of disease, disorder or injury, diagnostic and screening procedures, maternity and midwifery services and family planning.

The provider is registered as a partnership and is also a member of Medicus Health Partners (1 of 14 partner practices). There are a shared governance processes and clinical record systems which allow patients to see a clinician at any of the member practices. This also enables patients access to a wider range of services than provided at Southbury Surgery by attending services provided by partner practices..

Information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one

represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.

The practice is staffed by one GP partner (male, six sessions), three salaried GPs (Two female, one male, eight sessions in total) a practice nurse (female, four sessions), Clinical Pharmacist (3 sessions a week) and a counsellor who works for two sessions per week. Non-clinical roles are fulfilled by a practice manager, a senior administrator and five reception/administrative staff, all working a mixture of full and part time hours. One member of the administrative team is also trained as a phlebotomist and undertakes four sessions per week in this capacity.

The practice opening hours are from 08:00 to 19:00 on Monday, 08:00 to 19:30 on Tuesday and 08:00 to 18:30 from Wednesday to Friday. Surgery times are from 08:00 to 12:30 and 15:30 to 19:00 on Mondays, 08:00 to 12:30 and 15:30 to 19.30 on Tuesdays and 08:00 to 12:30 and 15:30 to 18:00 from Wednesday to Friday. Outside of these hours GP services were provided by the practice's out of hours provider.

Patients can book routine appointments up to one month in advance with urgent appointments bookable on the day only and telephone consultations.