

Drs Bowry and Bowry's Practice

Quality Report

The Family Practice

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Website: [www.mysurgerywebsite.co.uk/
index.aspx?pr=F83027](http://www.mysurgerywebsite.co.uk/index.aspx?pr=F83027)

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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 an announced comprehensive inspection of Drs Bowry and Bowry's Practice on 17 January 2017. We rated the practice as good for providing effective, caring, responsive and well-led services and the overall rating was good. We rated the practice as requires improvement for providing safe services. This was because a number of recommendations made following a fire risk assessment carried out around the time of our inspection remained to be implemented to ensure that safety issues were addressed. We served a requirement notice relating to the practice's failure to comply with Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

In addition, under the key question of Caring, we found that data from the GP patient survey, published in July 2016, showed that patient satisfaction over appointments with the practice nurse were significantly below average. We had said the practice should take action to improve these results; under the key question of Responsive, we had highlighted that the practice should take steps to inform patients of the availability of translation services;

and under the key question of Well-led, we had said the practice should continue with plans to expand the patient participation group (PPG) and increase the frequency of meetings.

The full comprehensive report on the January 2017 inspection can be found by selecting the 'reports' link for Drs Bowry and Bowry's Practice on our website at www.cqc.org.uk/location/1-547092313. After the inspection, the practice sent us an action plan confirming that the fire safety recommendation would be implemented for the practice to ensure it was able to meet the legal requirements under the key question, Safe.

This inspection was an announced focussed inspection carried out on 7 September 2017 looking at the issues previously identified and to check and confirm that the practice had carried out its plan to meet the legal requirements. We found that the practice had taken appropriate action to meet the requirements of the regulations relating to providing a safe service, relating to the fire safety issues we had identified. Accordingly, we have revised the practice's rating in respect of providing a safe service to good.

Summary of findings

We also reviewed the GP patient survey results published in July 2017. These showed a substantial improvement of between 10% and 17% in patients' satisfaction levels over nurse appointments, making them comparable to local and national averages.

We saw that the practice had put up posters in the waiting area regarding the availability of translation services, which was also mentioned on the waiting area television screen.

We also saw evidence that the practice had sought to increase patients' involvement in the PPG. A meeting had

been held in April 2017, attended by five patients and there were plans for more meetings later in the year. The practice had reviewed with the PPG the findings of our inspection in January 2017 and devised an action plan to address any issues and had introduced a patients' newsletter.

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 provider had fully implemented the recommendations made following an inspection and fire risk assessment of the premises.

Good



Drs Bowry and Bowry's Practice

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was lead by a CQC inspector.

Background to Drs Bowry and Bowry's Practice

Drs Bowry and Bowry's Practice, also known as the Family Practice, operates at 117 Holloway Road, London N7 8LT. The premises are owned by one of the partner GPs and have good transport links nearby, being close to Highbury and Islington station.

The practice provides NHS services through a General Medical Services (GMS) contract to approximately 5,250 patients. It is part of the NHS Islington Clinical Commissioning Group (CCG), which is made up of 38 general practices. The practice is registered with the Care Quality Commission to carry out the following regulated activities - Treatment of disease, disorder or injury; Family Planning; Maternity and midwifery services; and Diagnostic and screening procedures. The patient profile has a significantly higher than average population of working age adults between the ages of 25 and 34 and a slightly higher than average number of adults between 35 and 39. There is fewer than average adults aged over-45 and slightly more than average infants aged up to four years. The deprivation score for the practice population is in third "more deprived decile", indicating a higher than average deprivation level

among the patient population. The practice list has increased by 1,880 patients (approximately 55%) since October 2014, following the closure of two nearby practices.

The practice has a clinical team comprising the two male partner GPs provider (one working seven clinical sessions a week; the other working two) and two salaried GPs (one female, working six clinical sessions and one male, working eight); there is also a long-term locum GP, who works five sessions. The employed practice nurse had left since our last inspection and locum cover was being provided.

The administrative team is made up of a practice manager, two administrators and five receptionists, one of whom is training to be a healthcare assistant.

The practice is open from 8.00 am to 6.30 pm on Monday, Tuesday, Wednesday and Friday. On Thursday, it opens from 8.00 am to 12.30 pm, although phones are answered during the afternoon. Appointments with GPs are available between 8.30 am and 11.30 am each morning, Monday to Friday; and between 5.00 pm and 6.30 pm on Monday, Tuesday, Wednesday and Friday. Saturday morning appointments are available from 9.00 am to 11.00 am.

Routine appointments are 10 minutes long, but longer appointments may be booked if patients have more than one issue to discuss. Saturday appointments are 15 minutes long. Home visits are available for patients who may be house-bound, with requests being triaged by a GP. The GPs are also available for telephone consultations between 12.00 noon and 12.45 pm, Monday to Friday. Routine appointments may be booked online by patients

Detailed findings

who have previously registered to use the Patient Access system. It can also be used to request repeat prescriptions. There is a link on the practice website and on the practice page of the NHS Choices website.

The practice has opted out of providing an out-of-hours service. Patients calling the practice when it is closed are connected with the local out-of-hours service provider. In addition, the CCG provides the “IHub” service, operating until 8.00 pm on weekdays and between 8.00 am and 8.00 pm at weekends at three sites across the borough. Appointments can be booked by patients contacting their own general practice. There is also a walk-in service available to all patients at three sites. Information about the out-of-hours provider, NHS 111 service and the nearest walk-in clinic is given on the practice website.

Why we carried out this inspection

We undertook a comprehensive inspection of Drs Bowry and Bowry's Practice on 17 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall

and requires improvement for providing safe services. The full comprehensive report on the January 2017 inspection can be found by selecting the ‘reports’ link for Drs Bowry and Bowry's Practice on our website at www.cqc.org.uk/location/1-547092313.

We undertook a follow up focused inspection of Drs Bowry and Bowry's Practice on 7 September 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

During our visit we:

- Spoke with the lead partner, who was the registered manager.
- Reviewed the practice's fire safety documentation and inspected the premises.
- Reviewed the latest results of the GP patient survey and documentation relating to the patient participation group.

Are services safe?

Our findings

At our comprehensive inspection on 17 January 2017, we rated the practice as requires improvement for providing safe services. We found that systems, processes and practices did not always keep people safe. We had concerns over fire safety issues at the premises. We served a requirement notice relating to the practice's failure to comply with Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

After the inspection, the practice sent us a plan of the action it intended to take to improve the quality of care and meet the legal requirements under the key question, Safe. This inspection was an announced focussed inspection carried out on 13 July 2017 looking at the issues for we mentioned in our requirement notice, to check and confirm that the practice had carried out its plan to meet the legal requirements.

Monitoring risks to patients

At our inspection comprehensive inspection in January 2017, we were shown a record of a fire risk assessment had

been carried out by a member of staff in October 2016. However, we noted that the risk assessment was not complete, having no action plan. The practice therefore arranged for an independent fire safety expert to inspect the premises and report. There were a number of recommended actions, relating to fire doors meeting required standards, emergency lighting, fire safety signage and firefighting equipment being correctly sited. The practice sent us an action plan confirming these issues would be addressed.

At our focussed follow up inspection in September 2017, we saw that appropriate-standard fire safety doors had been installed. These included suitable closing mechanisms and features such as intumescent strips to limit the spread of smoke. In addition, emergency lighting had been installed and extra firefighting equipment had been obtained and was sited appropriately. Staff had received additional refresher training in fire safety and the use of the firefighting equipment.

We found that the practice had taken appropriate action to meet the requirements of the regulations.