

# The Town Surgery Ltd

## Inspection report

37 Cecil Road

Enfield

EN2 6TJ

Tel: 02030921662

[www.thetownsurgeryenfield.nhs.uk](http://www.thetownsurgeryenfield.nhs.uk)

Date of inspection visit: 18 & 19 October 2023

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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 to people's needs?

Good



Are services well-led?

Good



# Overall summary

We carried out an announced comprehensive inspection at The Town Surgery on 18 and 19 October 2023. Overall, the practice is rated as good.

Safe - good

Effective - good,

Caring - good,

Responsive - good,

Well-led - good,

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

## Our findings

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 practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Clinical records were in need of a review to ensure outstanding items such as laboratory results and medication reviews had been undertaken but not closed on the system.
- 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.
- Patients could access care and treatment in a timely way.

# Overall summary

- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to The Town Surgery Ltd

The Town Surgery is located in North London at:

37 Cecil Road

Enfield

EN2 6TJ

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury, surgical procedures and family planning.

The practice is situated within the North Central London Integrated Care System (NCL ICS)

and delivers General Medical Services (GMS) to a patient population of about 4000. This is part of a contract held with NHS England.

Information published by Office for Health Improvement and Disparities shows that the deprivation within the practice population group is in the sixth decile (6 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 8.7% Asian, 11.8% Black, 4.9% mixed, 70.9% white and 3.7% other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females, with 68% of working age and 8% older people.

The practice team consists of 3 partners (2 GPs that undertake clinical work and a non-clinical partner), a salaried GP and a regular locum GP, 3 pharmacists and a practice nurse. Clinical staff are supported at the practice by the practice manager and a team of administration staff.

The practice is open between 8.00 am to 6.30 pm Monday, Wednesday, Thursday and Friday, and 8.00am to 8.45pm on a Tuesday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.