

Highbury Grange Medical Practice

Inspection report

Highbury Grange Health Centre
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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

Requires improvement



Are services safe?

Inadequate



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Highbury Grange Medical Practice on 05 March 2019. The practice was previously rated as good overall in October 2017.

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 have rated this practice as requires improvement overall.

We rated the practice as **inadequate** for providing safe services because:

- The service lacked appropriate protocols to ensure the safe prescribing of high-risk medicines.

We rated the practice as **requires improvement** for providing well-led services because:

- The practice did not have clear and effective governance processes for managing and monitoring patients being prescribed high risk medicines; patients being referred under the two week wait cancer referral service; and maintaining the internal child safeguarding register.

We rated the practice as **good** for providing effective, caring and responsive services because:

- Patients received effective care and there was a strong emphasis on continuous improvement.

- 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.

We rated the practice as **good** for all population groups.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way (Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Continue with efforts to improve the up-take of cervical screening.
- Continue with the new process of recording and following up patients who have been referred under two week wait referral service.
- Continue with the new process for keeping the practice's safeguarding register up to date and in line with the child protection register.

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, a practice nurse specialist advisor and a practice manager specialist advisor.

Background to Highbury Grange Medical Practice

Highbury Grange Medical Practice is a GP practice located in the London Borough of Islington and is part of the NHS Islington Clinical Commissioning Group (CCG).

The practice is located in a residential area which is accessible by local bus and train services. The practice is located on the ground floor with step free access.

The practice provides care to approximately 9100 patients. The practice area population has a deprivation score of 5 out of 10 (1 being the most deprived). The practice serves a higher than average number of working age patients. The practice cares for a diverse population with approximately 30% of its patients from Black and ethnic minority backgrounds.

The practice holds a GMS (General Medical Services) contract with NHS England. This is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract.

The practice is registered with the Care Quality Commission to provide the regulated activities: Diagnostic and screening procedures; Treatment of disease, disorder or injury; and Maternity and midwifery services.

The practice team consists of three GP partners (two male and one female), one male and two female salaried GPs, two female practice nurses, a practice manager and an administrative and reception team.

The practice's opening hours are 9:00 am to 6:30pm on weekdays, with GP extended hours appointments operating between 6.30pm-8.30pm Thursdays, and nurse extended hours appointments operating between 9am-1:00pm Saturdays.

Standard appointments are 10 minutes long, with double appointments available to patients who request them, or for those who have been identified with complex needs.

The practice has opted out of providing an out-of-hours service. When the practice is closed, patients are redirected to a contracted out-of-hours service. The local Clinical Commissioning Group has commissioned an extended hours HUB service, which operates across three locations. The HUB sites operate from 6.30pm to 8pm on weekdays and 8am – 8pm on weekends. Patients may book appointments with the hub service by contacting the practice.

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment How the regulation was not being met: Care and treatment must be provided in a safe way for service users. The provider had failed to ensure the proper and safe management of medicines; • The provider did not have an effective system in place to ensure that blood test results were being reviewed prior to safely prescribing high-risk medicines to patients. • Comprehensive care records were not maintained for patients who were administered high-risk medicine. This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.