

# Latymer Road Surgery

## Inspection report

2A Latymer Road  
London  
N9 9PU  
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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 effective?

Good 

Are services responsive?

Requires improvement 

Are services well-led?

Good 

# Overall summary

We carried out an announced focussed inspection at the Latymer Road Surgery (the practice) on 26 February 2020 as part of our inspection programme. It was the first inspection of the new service provider. The service was registered with us previously as a partnership of three GPs, which we last inspected in November 2018. It was registered as a service being provided by a sole practitioner in September 2019.

The previous service had been rated requires improvement in relation to Effective care following our inspection in November 2018. Our inspection reports relating to the previous registration can be found by going to <https://www.cqc.org.uk/location/1-547351049> and selecting the Reports tab.

At this inspection we focussed on Effective and two other key questions, Responsive and Well-led. In accordance with our published process regarding continuing regulatory history, newly registered-providers inherit ratings applied to previous service providers.

We have rated the practice as Good overall and in respect of the key questions Effective and Well-led. The rating of Good in respect of the key questions Safe and Caring are inherited from the inspection of the previous service provider in November 2018. We have rated the service as Requires improvement in relation to the key question Responsive because available patient survey data indicates patients have problems accessing services. In accordance with our ratings aggregation principles, the rating also applies to the six population groups.

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 had improved how services were organised and delivered to meet patients' needs. However, survey data indicated some people are not able to access services for assessment, diagnosis or treatment when they need to.
- People's care and treatment is planned and delivered in line with current evidence-based guideline, standards, best practice and legislation.
- Published data showed clinical performance and patient outcomes had improved since our inspection of the previously-registered service and was above local and national averages.
- The arrangements for governance and performance management operated effectively.

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

- Continue with actions to improve patient access to healthcare services.
- Continue with efforts to improve the uptake of cervical screening tests and childhood immunisation rates.
- Continue with plans to implement actions stemming from the recent fire risk assessment of the premises.
- Continue with plans to obtain a full range of accessible information for patients with learning disabilities.

**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

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

## Our inspection team

The inspection team was comprised of a CQC lead inspector, a GP specialist adviser and a second CQC inspector.

## Background to Latymer Road Surgery

The Latymer Road Surgery (the practice) operates at 2A Latymer Road, London N9 9PU, and is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures; treatment of disease, disorder or injury; surgical procedures.

It provides NHS services through a General Medical Services (GMS) contract to approximately 4,540 patients. It is part of a primary care network with 10 other local practices. The service is commissioned by the NHS Enfield Clinical Commissioning Group (CCG) which is made up of 50 practices. The practice serves a diverse population with many patients for whom English is a second language.

The clinical team is made up of four GPs (two female and two male), one of whom is the registered provider, two salaried GPs and a locum GP and two practice nurses. The GPs work a combined total of 18 clinical sessions per

week. In addition, there is a pharmacist employed by the primary care network, who works regularly at the practice. The administrative team is made up of a practice manager and five staff.

The practice is open from 8:30 am to 6:30 pm Monday to Friday, with appointments available throughout the day. Telephones are staffed from 8:00 am until 6:30 pm. The practice remains open over lunchtime.

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.

An extended hours service is operated by the local CCG at several locations around the borough. This provides patients with additional access to services between 6:30pm and 8:00pm on weekdays and 8:00am and 8:00 pm at weekends and on public holidays.