

The Rise Group Practice

Inspection report

Hornsey Rise Health Centre
Hornsey Rise
London
N19 3YU
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Date of inspection visit: 6 May 2021
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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



Overall summary

We previously carried out an inspection on 13 January 2020, and we rated the practice as good overall and good in all domains except for safe which we rated as requires improvement. As a result, we served a requirement notice on the provider.

The full reports for previous inspections can be found by selecting the 'all reports' link for Rise Group Practice on our website at www.cqc.org.uk

On 6 May 2021, we carried out an announced focused inspection at The Rise Group Practice to follow up on the requirement notice. At this inspection we were satisfied that all previous issues identified had now been appropriately addressed and we re-rated the safe domain as good. Please see evidence table for full details.

Why we carried out this inspection

This inspection was a focused inspection to follow up on the issues identified from our previous inspection.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- 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 have rated the safe domain as good because we found:

- The practice now has an effective legionella risk assessment in place, with evidence of monthly water checks seen and satisfactory readings given.
- The practice now has adequate health and safety risk assessments, including a fire risk assessment. Actions have been identified and an action plan is in place to address concerns raised.
- All staff are now up to date with training and there was appropriate evidence of pre-employment checks including those from the Disclosure and Barring Service (DBS).
- Evidence was seen to demonstrate improvements in the uptake of childhood immunisations, cervical screening and improving performance in diabetes.

Overall summary

- The practice was regularly reviewing practice policies.
- Easy read and pictorial healthcare guidance was made available to 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

Older people	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team was led by a CQC lead inspector, who liaised with practice staff and gathered evidence via email prior to completing a site visit. The team included a second CQC inspector, who assisted during the site visit.

Background to The Rise Group Practice

The Rise Group Practice operates at Hornsey Rise Health Centre, Hornsey Rise, London N19 3YU, which it shares with other healthcare providers.

The practice provides NHS services through a General Medical Services (GMS) contract to approximately 5,200 patients. The practice area has a high deprivation level, being in the 2nd most deprived decile in England. Thirty-six percent of patients are of BAME background. It has an above-average prevalence of patients experiencing poor mental health.

The practice operates within the NHS Islington CCG, which is made up of 34 general practices. It is part of the North Islington Primary Care Network (PCN) made up of 13 other local practices. The practice is registered with the CQC to carry out the following regulated activities - Diagnostic and screening procedures; Treatment of disease, disorder or injury; Surgical procedures; and Maternity and midwifery services.

The clinical staff is made up of two female GP partners, both of whom work approximately five clinical sessions per week, and two salaried GPs (one female and one male) working a combined further ten sessions, and a practice nurse. The administrative team is made up of a practice manager and six staff.

The practice's opening times are as follows:

Monday 8am - 7:30pm

Tuesday 8am - 7:30pm

Wednesday 8am - 6:30pm

Thursday 8am - 6:30pm

Friday 8am - 6:30pm

Due to the pandemic patients are initially advised to book e-consultations or video/telephone appointments. When necessary face to face appointments can also be booked. Appointments with clinicals are available daily from 9am-12.30pm and 4pm-6.30pm. The practice operates an extended hours service on Monday and Tuesday between 6.30pm-7.30pm.

In addition to the extended hours operated by the practice, the CCG has commissioned the “IHub” extended hours service, operating until 8pm on weekdays and between 8am and 8pm at weekends and bank holidays 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 a central location. The practice has opted out of providing an out of hours service. Patients calling the practice when it is closed are connected to the local out-of-hours service provider. There is information given about the out-of-hours service provided on the practice website.