

# Boundary House Surgery

## Inspection report

Forest Primary Care Centre  
308a Hertford Road  
London  
N9 7HD  
Tel: 02083443120  
www.boundaryhouse.co.uk

Date of inspection visit: 01 December 2023  
Date of publication: 09/04/2024

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 responsive to people's needs?

Requires Improvement



# Overall summary

We carried out an announced targeted assessment of the responsive key question at Boundary House Surgery on 1 December 2023. The assessment took place remotely. As part of the assessment we have reviewed the rating for the responsive key question. As a result, the responsive key question has been rated requires improvement.

Safe – not rated, the rating of good was carried over from the previous inspection.

Effective - not rated, the rating of good was carried over from the previous inspection.

Caring - not rated, the rating of good was carried over from the previous inspection.

Responsive – rated requires improvement, the overall rating will remain good.

Well-led - not rated, the rating of good was carried over from the previous inspection.

We previously inspected the service on September 2022, the practice was rated good in all five key questions, with an overall rating of good. The full reports for previous inspections can be found by selecting the 'all reports' link for Boundary House Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities to complete targeted assessments of the responsive key question to better understand the experience of patients and providers.

Outline focus of inspection to include:

- Responsive Key question inspected

## How we carried out the inspection

This assessment was completed remotely.

This included:

- Conducting staff interviews using teleconferencing.
- Requesting evidence from the provider.
- Reviewing the data we hold on this provider.
- Reviewing patient feedback reported directly to us, verified patient reviews and patient experience evidence supplied by the provider.

## 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.

# Overall summary

We found that:

- Some patients could access care and treatment in a timely way.
- Patient feedback for access was below local and national averages.
- We found services were developed to respond to the needs of the local population.
- We saw evidence the practice used complaints to drive improvement.

**Whilst we found no breaches of regulations, the provider should:**

- Continue to review and improve patient feedback.

**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

This assessment was conducted by a CQC inspector.

## Background to Boundary House Surgery

Boundary House Surgery is located in Edmonton, North London and provides services from at:

308a Hertford Road

London

N9 7HD

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

The practice is situated within the North Central London Clinical Commissioning Group and delivers Personal Medical Services (PMS) to a patient population of 5400. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices. The practice provides a wide range of services including clinics for diabetes, weight control, asthma, contraception and child health care. The practice also provides travel vaccinations and a range of health promotion services including a flu vaccination programme and cervical screening.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two 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 13% Asian, 43% White, 27% Black, 6% Mixed, and 8% 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.

The clinical team consists of a female lead GP, three long term locum GPs, one full time and one part time practice nurse, two healthcare assistants and two part time pharmacists. The clinical team is supported by a practice manager, secretary, link worker and a team of secretarial and administrative staff. The practice is also supported by the community asthma nurse.

The practice is open Monday to Wednesday 8am to 6.30pm and Thursday and Friday 8am to 7.30pm. The practice is closed on a Saturday and Sunday. Arrangements were in place with a suitable provider to deliver services to patients outside the practice's working hours.

Patients can book appointments in person, on-line or by telephone. Patients can access a range of appointments with GPs and nurses including face to face, telephone and video consultations. Face to face appointments are available on the day and are also bookable up to four weeks in advance. Telephone and video consultations are offered where advice and prescriptions, if appropriate, can be issued and a telephone triage system is in operation where a patient's condition is assessed and clinical advice given. Home visits are offered to patients as needed.

The practice has opted not to provide out of hours services to patients and these were provided on the practice's behalf by a nominated provider. The details of how to access the out of hours service are communicated in a recorded message accessed by calling the practice when it is closed. Details can also be found on the practice website.