

# Dr Michael Cavendish

## Inspection report

73 Hodford Road  
London  
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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.

# Overall summary

We carried out an announced focused inspection at Dr Michael Cavendish (Hodford Road Surgery) on 28 February 2020. We previously inspected the practice in November 2019 and found a breach of Regulation 12, Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We responded by issuing the practice with a warning notice and rating the practice inadequate for the safe key question (with an overall rating of requires improvement). Full details can be found in the inspection report on our website:

The warning notice set out a timescale for the practice to become compliant with Regulation 12, Safe care and treatment. This focused inspection in February 2020 was undertaken to ensure this action had been followed. We did not review ratings at this inspection, we will complete an announced comprehensive inspection to review the ratings for key questions and populations groups at a later date.

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 the practice took action to ensure they were compliant with Regulation 12, Safe care and treatment, and were able to provide evidence to assure us the warning notice had been met.

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

- Continue to monitor and embed the improvements made to medicines management.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team was led by a CQC Inspector. The team included a GP Specialist Advisor a second CQC Inspector and a CQC Inspection Manager.

## Background to Dr Michael Cavendish

Dr Michael Cavendish (Hodford Road Surgery) is located at 73 Hodford Road, Golders Green, London, NW11 8NH. The provider is registered with CQC to deliver the Regulated Activities: diagnostic and screening procedures, maternity and midwifery, surgical procedures and treatment of disease, disorder or injury.

Dr Michael Cavendish is situated within the Barnet local authority and is one of 54 practices serving the NHS Barnet Clinical Commissioning Group area. The practice provides services to 3,823 patients.

The provider is a single-handed male GP and is supported by a clinical team made up of two male salaried GPs, two locum GPs (one male and one female),

one female practice nurse and one female health care assistant. The clinical staff and patients were supported by a team of five non-clinical members of staff which included one practice manager.

The practice was open Monday to Friday from 8am to 6.30pm. Outside of these hours, patients were advised to access the pre-bookable hub appointments (available Monday to Friday from 6.30pm to 8pm and Saturday and Sunday from 8am to 8pm) or to contact NHS 111.

The patient population served by the practice has a higher than average number of patients under the age of 44. The practice has a lower number of patients aged 65 and over when compared to the national average. Of the patients registered at the practice, 81% are working or in full-time education, significantly higher than the local average of 66% and the national average of 61.9%.