

Longrove Surgery

Inspection report

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Barnet
Hertfordshire
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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?

Good 

Are services well-led?

Good 

Overall summary

We decided to undertake an inspection of this service on 15 August 2019 following our annual review of the information available to us. This inspection looked at the following key questions (Effective, Responsive and Well led).

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 good overall.

We rated the practice as **good** for providing effective services because:

- People had good outcomes as a result of receiving effective care and treatment that met their needs.
- Information about people's care and treatment was routinely collected, monitored and acted upon.

We rated the practice as **good** for providing responsive services because:

- Leaders were aware of low satisfaction scores on choice of appointment and could show evidence of improvement activity aimed at ensuring people could access the right care at the right time.

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

- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.
- Clinical and internal audit processes functioned well and had a positive impact in relation
- to quality governance, with clear evidence of action to resolve concerns.

We have rated this practice as good overall and good for all population groups.

We found that:

- Clinical audit was routinely carried out and was used to drive improvements in patient outcomes.
- Accurate and up-to-date information about effectiveness was discussed, used and understood by staff.
- The provider routinely monitored access to the service and took action as necessary, to ensure people could receive care and treatment in a timely way.
- The service was tailored to meet the needs of individual people and was delivered in a way to ensure flexibility, choice and continuity of care.
- Governance arrangements supported the delivery of high-quality person-centred care and there was an effective process in place to identify, monitor and address risks (for example relating to staffing levels, safeguarding and medicines management).
- People who used the service told us the provider actively involved them in service improvements.

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

- Continue to undertake periodic water temperature monitoring to mitigate against risks associated with the Legionella bacterium.
- Continue to monitor and take action to improve low scores on the extent to which patients were satisfied with the type of appointment they were offered.

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.

Background to Longrove Surgery

Longrove Surgery is located in the London Borough of Barnet and is one of forty three member practices in the NHS Barnet Clinical Commissioning Group (CCG). The practice has a patient list size of approximately 11,300. Twenty percent of patients are aged under 18 (compared to the national practice average of 21%) and 18% are 65 or older (compared to the national practice average of 17%). Fifty six percent of patients have a long-standing health condition. The services provided by the practice include child health care, ante and post-natal care, immunisations, sexual health and contraception advice and management of long term conditions.

The practice operates from a purpose built property arranged over two floors with patient facilities on the ground floors. The practice has arrangements in place to ensure patients with impaired mobility are seen in ground floor consultation rooms. All consultation rooms are wheelchair accessible.

There are seven permanent GPs comprising three female and two male partners; two female salaried GPs and two GP registrars (one male, one female) equating to a whole time equivalent (WTE) of 7.1. The GPs provide a total of 62.5 sessions per week. Longrove Surgery is a teaching practice with two GP registrars. The nursing team consists of four female part-time nurses (comprising two nurse prescribers and two practice nurses) and one male health care assistant.

Data produced by Public Health England indicates that 21% of the local population are from a Black minority ethnic group and also rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Overall male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.