

Eagle House Surgery

Inspection report

291 High Street
Ponders End
Enfield
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Date of inspection visit: 20 Feb 2020
Date of publication: 10/04/2020

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 this focussed inspection on 20 February 2020. We reviewed the practice's action plans in response to Warning Notices served on the practice following our previous inspection on 31 October and 15 November 2019. The Warning Notices referred to issues we found in the key questions of Safe, Caring and Well-led and breaches of Regulations 12, (1), Safe care and treatment, and 17(1) Good Governance of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We have not reviewed the ratings for the key questions or for the practice overall as this was a focussed follow-up inspection to look at whether the Warning Notices had been met. We will consider the practice's ratings in all key questions and overall when we carry out a full comprehensive inspection at the end of the period of Special Measures.

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 had made improvements sufficient for us to consider the warning notices had been met. However, further improvement needs to be made. At our next inspection we will expect to see sustained improvements in performance in regard to all issues identified in the accompanying evidence table, including:
 - Patient access to the practice;
 - Governance of the practice;
 - The use of completed two-cycle audit and other quality improvement activities to drive the clinical performance of the practice.

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to Eagle House Surgery

Eagle House Surgery is located at 291 High Street, Enfield, London, EN3 4DN. The surgery has good transport links and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the Regulated Activities: Surgical procedures, Treatment of disease, disorder or injury, Diagnostic and screening procedures, Family planning and Maternity and midwifery services.

Eagle House Surgery is part of the NHS Enfield Clinical Commissioning Group (CCG) and provides services to approximately 13,500 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The clinical team at the practice includes one female and four male GP partners, two female and one male salaried GPs. The clinical team is completed by an advanced nurse practitioner, two practice nurses and a Healthcare Assistant.

Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Thirty-seven percent of children live in households affected by income deprivation compared to a local average of 30% and a national average of 20%. Twenty-nine percent of older people are affected by income deprivation compared to a local average of 25%, and the national average of 20%.