

# MHP - Forest Road Group Practice

## Inspection report

1st Floor, Forest Primary Care Centre  
308a Hertford Road  
London  
N9 7HD  
Tel: 02083444550

Date of inspection visit: 13-15 July 2022  
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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at MHP - Forest Road Group Practice between 13-15 July 2022. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

## Why we carried out this inspection

We carried out this inspection as this was a newly registered provider who had not been inspected since its registration.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing on the first day of the inspection.
- Visiting and inspecting seven out of their twelve site branches over the next two days.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from 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.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

# Overall summary

## **We saw the following outstanding practice:**

During the height of the COVID-19 pandemic, the practice evidenced they carried out a COVID-19 response initiative. This service started on 16 December 2020, and included setting up a vaccination centre and a vaccination bus which travelled all over the Enfield area. By May 2021 the practice had successfully vaccinated over 100,000 people.

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

- Continue with efforts to improve the uptake of childhood immunisations and cervical screening so as to meet the national targets.
- Continue with efforts to improve patient access across all 12 sites.

**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 Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector and two CQC inspector colleagues who spoke with staff using video conferencing facilities and undertook a site visit. The team also included a GP specialist advisor and a nurse specialist advisor.

## Background to MHP - Forest Road Group Practice

Medicus Health Partners (MHP) - Forest Road Group Practice is located in Enfield at:

1st Floor, Forest Primary Care Centre

308a Hertford Road

Enfield

N9 7HD

The practice has a 11 branch surgeries at:

MHP -Carlton House Surgery

28 Tenniswood Road, Enfield, Middlesex, EN1 3LL | Phone: 02083704900

MHP -Enfield Island Surgery

Island Centre Way, Enfield, Middlesex, EN3 6GS | Phone: 01992679585

MHP -Freezywater

2B Aylands Rd, Freezywater, Enfield, Middlesex, EN3 6PN | Phone 01992 676202

MHP -Lincoln Road

Lincoln Road, Bush Hill Park, Enfield, Middlesex, EN1 1LJ | Phone: 02083678989

MHP -Riley-Moorfield Healthcare Centre

413 Hertford Road, Enfield, Middlesex, EN3 5PR | Phone: 02086160083

MHP -Southbury Surgery

73, Southbury Road, Enfield, Middlesex, EN1 1PJ | Phone: 02083630305

MHP -Willow House Surgery

285 Willow Road, Enfield, Middlesex, EN1 3AZ | Phone: 02083630472

MHP -Connaught Surgery

144 Hedge Lane, Palmers Green, London, N13 5ST | Phone: 02089209606

MHP -Alma Healthcare Centre

Alma Healthcare Centre | 1 Woodall Road, EN3 4GS | Phone: 020 3883 1233

MHP -Bush Hill Park

25 Melbourne Way, Enfield, Middlesex, EN1 1XG | Phone: 02083665858

MHP -Trinity Avenue

22-24 Trinity Avenue, Bush Hill Park, Enfield, Middlesex, EN1 1HS | Phone: 02083634493

As part of our inspection we visited the main site Medicus Health Partners (MHP) - Forest Road Group Practice and the following branch sites; MHP- Alma Healthcare Centre; MHP Carlton House Surgery; MHP- Freezywater Primary Care Centre; MPH- Riley-Moorfield Healthcare Centre; MHP-Lincoln Road Medical Practice; and MHP Enfield Island Surgery

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 and surgical procedures.

The practice offers services from both the main practice and all branch surgeries. Patients can access services at a surgery of their choice.

The practice is situated within the Enfield Clinical Commissioning Group (CCG and delivers Personal Medical Services (PMS) to a patient population of about 92,000. This is part of a contract held with NHS England.

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.

There is a team of 34 GP partners, a non-clinical managing partner, 32 salaried GPs who are based at individual branch surgeries but provide cover across all practices. The practice has a team of 20 nurses who provide nurse led clinics for long-term condition of use of both the main and the branch locations. The practice also has a team of pharmacists and physician associates. The GPs are supported by the managing partner, site managers and a large team of reception and administration staff.

The practice opening times and clinic times are varied across the branches, for detailed timings please review the responsive section within the evidence table.

Routine appointments with GPs can be booked in advance. Appointments are 10-15 minutes long. Double appointments may be booked if patients wish to discuss more than one issue. Patients can book appointments online if they have previously registered to do so. Same-day urgent appointments are available. Face to face and telephone consultations are available daily, and the GPs also make home visits to see house-bound patients. Video consultations are available upon request.

In addition to the extended hours operated by the practice, the CCG has commissioned an extended access service, operating between 6.30pm and 8pm on weekdays and between 8am and 8pm at weekends and bank holidays.

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.