

Hendon Way Surgery

Inspection report

215 West Hendon Broadway
London
NW9 7DG
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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?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Hendon Way Surgery on 16 December 2019 in line with our methodology to identify whether the practice had maintained the improvements made following our decision to remove them from special measures in July 2018. We found that the practice had embedded and maintained improvements and were generally providing safe care to patients.

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. The domains were rated good for safe, effective, caring and well-led and requires improvement for providing responsive care. We rated the six population groups as requires improvement.

We rated the responsive domain as requires improvement because all population groups were rated requires improvement under the responsive key question. Patient satisfaction was significantly below the local and national averages for access and patients' needs being met by their appointments. Although the practice had carried out their own patient survey and had put plans in place to improve patient satisfaction, we were not assured the issues around access had been improved. In line with our ratings system, the rating of requires improvement under the responsive key question for the six population groups resulted in an overall rating of requires improvement for:

- Older people
- People with long-term conditions
- Families, children and young people
- Working age people (including those recently retired and students)
- People whose circumstances may make them vulnerable

- People experiencing poor mental health (including people with dementia)

We rated the working age people (including those recently retired and students) requires improvement under the effective key question as the uptake for cervical screening was significantly below the national average. The practice had plans in place to improve uptake in this area, however they were unable to demonstrate improvement had been made at the time of inspection. The remaining five population groups were rated as good under the effective key question.

We found that:

- The practice provided care in a way that kept patients safe and protected them from harm.
- Patients received effective care and treatment that met their needs.
- Staff treated patients with kindness and respect and involved them in decisions about their care.
- Patient satisfaction around appointments and access to the practice was below the local and national averages and improvements were required in this area.
- The practice acted on patient feedback and monitored patient satisfaction on an ongoing basis.
- Staff felt supported and were given opportunities to develop.
- The practice used clinical audit as a method of identifying where improvements were required.

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

- Continue to monitor and improve the uptake of childhood immunisations and cervical screening.
- Continue to monitor and improve patient feedback relating to access and appointment satisfaction.

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	Requires improvement 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

Our inspection team was led by a CQC Inspector. The team included a GP Specialist Advisor and a Practice Nurse Specialist Advisor.

Background to Hendon Way Surgery

Hendon Way Surgery is located at 215 West Hendon Broadway, London, NW9 7DG. The provider is registered with CQC to deliver the Regulated Activities: diagnostic and screening procedures, maternity and midwifery, family planning and treatment of disease, disorder or injury.

Hendon Way Surgery is situated within the Barnet local authority and is one of 50 practices serving the NHS Barnet Clinical Commissioning Group area. The practice provides services to 8,836 patients.

The provider is a GP partnership made up of two female GP partners and two male GP partners. The Partnership is supported by a one female practice nurse, one male health care assistant. The clinical staff and patients were supported by a team of nine non-clinical members of staff which included one practice manager. The practice were recruiting for one receptionist at the time of inspection which would bring the non-clinical team to 10 including the 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 across 11 locations from Monday to Friday from 6.30pm to 8.30pm 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, however it is comparable to other practices within the NHS Barnet Clinical Group area. Of the patients registered at the practice, 73.5% are working or in full-time education, above the local average of 69% and the national average of 61.9%.

We first inspected this service in December 2017 at their previous location on 67 Elliot Road, London, NW4 3EB. We had identified serious patient safety concerns at that inspection. As a result, we issued the practice with warning notices and placed the practice into special measures. We completed further inspections:

- A focussed inspection in March 2018 to ensure the practice were compliant with warning notices we issued in December 2017.
- A comprehensive inspection in July 2018 to review whether the practice had improved following a period of special measures.

We found significant improvements had been made during both inspections and we made the decision to remove the practice from special measures following the comprehensive inspection in July 2018. In line with our methodology, we completed a comprehensive inspection

in December 2019 to ensure the improvements made following a period of special measures had been sustained. We found the practice had generally embedded and sustained the improvements and were providing patients with safe care and treatment.