

# Tottenham Health Centre

## Inspection report

759 High Road  
Tottenham  
London  
N17 8AH  
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[www.tottenhamhealthcentre.co.uk](http://www.tottenhamhealthcentre.co.uk)

Date of inspection visit: 04 October 2022  
Date of publication: 28/10/2022

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?

Requires Improvement



# Overall summary

We carried out an announced focused inspection at Tottenham Health Centre on 04 October 2022. Overall, the practice is rated as Good (carried forward from previous inspection).

The ratings for each key question were rated as:

Safe - Not inspected (rating of Good carried forward from previous inspection)

Effective - Requires improvement

Caring – Not inspected (rating of Good carried forward from previous inspection)

Responsive – Not inspected (rating of Good carried forward from previous inspection)

Well-led – Not inspected (rating of Good carried forward from previous inspection)

Following our previous inspection on 29 January 2019, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Tottenham Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection to follow up concerns reported to us. The focus of the inspection included:

- Inspecting the Effective key question.
- Consideration of issues highlighted to Care Quality Commission.

## 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:

- Requesting evidence from the provider.
- A short site visit.

## 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:

# Overall summary

- The practice had a number of gaps in recruitment files. For example, clinical staff did not always have a copy of their full immunisation history in their personnel file.
- Staff who were not British Nationals did not always have evidence in their recruitment files to show proof of their right to work which covered the duration of their employment at the practice.
- Staff did not always have the appropriate level of safeguarding training applicable to their role.

We found one breach of regulations. The provider **must**:

- Ensure recruitment procedures are established and operated effectively to ensure only fit and proper persons are employed

**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 who undertook a site visit.

## Background to Tottenham Health Centre

Tottenham Health Centre is located at 759 High Road, Tottenham, London, N17 8AH. The practice is situated a short walking distance from White Hart Lane underground station and is also accessible on several local bus routes.

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

The practice is part of the North Central London Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 5500.

Information published by Public Health England report deprivation within the practice population group as 1 on a scale of 1 to 10. Level one represents the highest levels of deprivation and level 10 the lowest. The practice population is predominantly from either a White (43%) or Black (34.2%) background.

There is a team of four GPs who work at the practice, with two GPs as partners. The practice has two nurses and two healthcare assistants. The GPs are supported at the practice by a team of six reception/administration staff. The practice manager provides managerial oversight.

The practice is open between 8:00am to 6:30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended hours access is provided by the practice on Tuesdays between 7:00am – 8:00am and 6:30pm – 7:30pm, and on Thursdays between 6:30pm – 7:15pm. Extended hours are used for pre-booked appointments only.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed</p> <p><b>How the regulation was not being met:</b></p> <ul style="list-style-type: none"><li>• The practice had a number of gaps in recruitment files. For example, clinical staff did not always have a copy of their full immunisation history in their personnel file.</li><li>• Staff who were not British Nationals did not always have evidence in their recruitment files to show proof of their right to work which covered the duration of their employment at the practice.</li><li>• Staff did not always have the appropriate level of safeguarding training applicable to their role.</li></ul> <p>This was in breach of Regulation 19(1)&amp;(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>