

Hornsey Park Surgery

Inspection report

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<[http://www.hornseyparksurgery.nhs.uk/
welcome,59662.htm](http://www.hornseyparksurgery.nhs.uk/welcome,59662.htm)>

Date of inspection visit: 26 September 2019

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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

Are services safe?	
Are services well-led?	

Overall summary

We previously carried out an announced comprehensive inspection at Hornsey Park Surgery on 30 May 2019 and 3 June 2019. Overall the practice was rated as inadequate and placed into special measures.

We identified concerns in regard to whether the service was safe, effective, caring, responsive and well-led. We served warning notices under regulations 12 (safe care and treatment) and 17 (good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The practice was required to address these concerns by 17 September 2019.

The full comprehensive report on the inspection which took place on 30 May and 3 June 2019 can be found by selecting the 'all services' link for Hornsey Park Surgery on our website at <https://www.cqc.org.uk/>.

The practice sent us a plan of action to ensure the service was compliant with the requirements of the regulations.

We carried out this focussed inspection on 26 September 2019, to review the practice's action plan, looking at the identified breaches set out in the warning notice, under the key questions of Safe and Well-led. We found the practice had made improvements sufficient for us to consider the warning notices had been met.

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 not reviewed the ratings for the key questions or for the practice overall as this is a focussed follow-up inspection to look at whether the Warning Notices served under the Safe and Well-led key questions have 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 found the provider had made sufficient improvement in providing safe services because:

- Action had been taken since our last inspection such that reliable systems were now in place to prevent and protect people from a healthcare-associated infection

(for example, an Infection Prevention and Control (IPC) audit had now taken place and staff had acted on findings. A risk assessment had now also taken place regarding a bacterium called Legionella which can proliferate in water systems. Appropriate eye protection was now also available and other personal protective equipment such as aprons were readily accessible).

- Appropriate arrangements for managing waste were now in place (for example, sharps bins at the practice were now appropriate for the procedures being undertaken and clinical waste was now labelled with practice details).
- Arrangements for managing medicines now kept people safe (for example, staff were now routinely ensuring uncollected prescriptions were being monitored and that emergency medicines were appropriate, regularly checked and easily accessible. We also saw evidence the lead GP routinely ensured the prescribing competence of the practice's advanced nurse prescriber).
- Systems were now in place to ensure learning from incidents was shared and used to improve patient safety (for example, records confirmed that regular team meetings took place where incidents were reviewed and learning was shared).

We found the provider had made sufficient improvement in providing well led services because:

- Practice management and governance arrangements now promoted the delivery of high-quality, person-centred care. Appropriate medicines management governance arrangements were now in place (for example uncollected prescriptions were being monitored in accordance with the practice's protocol and infection risks were now being comprehensively audited and acted upon).
- Appropriate governance arrangements were in place to ensure the practice was now working in accordance with its own safeguarding protocol regarding staff pre-employment checks.
- Clinicians with whom we spoke were aware of the practice's high risk medicines protocol document and records confirmed patients were monitored and prescribed high risk medicines in accordance with the protocol.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Overall summary

Dr Rosie Benneyworth BM BS BMedSci MRCGP

**Chief Inspector of Primary Medical Services and
Integrated Care**

Population group ratings

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)	

Our inspection team

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

Background to Hornsey Park Surgery

Hornsey Park Surgery is located in Haringey, North East London. The practice has a patient list of approximately 4400. Sixteen percent of patients are aged under 18 (compared to the national practice average of 21%) and 7% are 65 or older (compared to the national practice average of 17%).

Thirty four 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 clinical team comprises a female lead GP and five GP locums (three female and two male) working a combined 14.5 sessions per week; supported by a part time female advanced nurse prescriber working 8 sessions per week. We were advised that two of the locum GPs had been used on a long term, regular basis. The clinical staff are supported by a practice manager and team of reception staff. Hornsey Park Surgery holds a General Medical Service (GMS) contract with NHS England.

The practice opening hours are:

- Week days 9am – 6:30pm
- Saturday 10am – 2pm

GP appointments are available at the following times:

- Week days 9am – 11am and 3pm – 5pm
- Saturday 10am – 2pm

Nurse appointments are available:

- Monday 9am – 1pm and 2pm – 5:30pm
- Thursday 9am – 1pm and 2pm – 5:30pm
- Friday 9am – 1pm and 2pm to 5:30pm
- Saturday 10am – 2pm

Telephone lines are diverted to the out of hour's provider when the practice is closed.

The practice is registered to provide the following regulated activities:

- Family planning;
- Treatment of disease, disorder or injury;
- Diagnostic and screening procedures;
- Maternity and midwifery services.