

Spring Hill Practice

Inspection report

57 Stamford Hill
London
N16 5SR
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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?

Good 

Are services well-led?

Outstanding 

Overall summary

We carried out an announced comprehensive inspection at Spring Hill Practice on 26 February 2019 as part of our inspection programme.

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 and outstanding for being well-led

We rated the practice as **outstanding** for providing well-led services because:

- The practice had taken over the contract from a large provider in October 2017. It soon became aware that a number of issues, including clinical reporting and attendant governance systems required substantial improvement. These governance and performance management arrangements were proactively reviewed and reflected best practice. It had worked extremely hard to improve these systems for the benefit of patients.
- Following the merger, it had had to cope with a number of issues, including: working with two computer systems and across two geographical sites; it had moved location twice, only moving to its present site in September 2018 which required it to operate from three separate locations across two buildings. This entailed a need for three sets of reception staff
- Despite these issues the practice had made significant improvements, including: recruitment and training of new staff; improved staff morale; the introduction of a fully revised appointments system that had greatly improved patient access; NHS Choices comments showed the practice had improved patient satisfaction

with 4 out of 5 stars from 94 reviews, a significant improvement on NHS Choices comments compared to before the merger. Throughout this the practice had managed to maintain and improve its clinical performance in a number of areas, including significantly improved prescribing levels for antibacterial and Nonsteroidal anti-inflammatory (NSAIDs) medicines.

We found that:

- The practice took a proactive approach to reducing the number of antibacterial and Nonsteroidal anti-inflammatory drugs (NSAIDs) prescriptions it issued.
- 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.
- The practice organised and delivered services to meet patients' needs. 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.

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

- Continue to work to improve uptake of its childhood immunisations programme.
- Continue to work to improve uptake of its cervical and breast cancer screening programmes.

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

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 Spring Hill Practice

Spring Hill Medical Practice is located at 57 Stamford Hill, London N16 6XP. The surgery has good transport links and there is a pharmacy located nearby.

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, surgical procedures and family planning.

Spring Hill Medical Practice is situated within the NHS City and Hackney Clinical Commissioning Group (CCG) and provides services to 14,600 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 staff team at the practice includes three female part-time GP partners, nine part-time salaried GPs (two male and seven female) and two part-time locum

GPs (one female and one male). Two of the salaried GPs are currently on maternity leave. Between them the GPs worked 56.5 sessions the equivalent of just over seven full-time GPs. There are two female part-time practice nurses, two female full-time HCAs, two full-time pharmacists (one female and one male) and a female full-time pharmacy technician.

The non-clinical staff consist of a full-time practice manager and full-time Deputy Practice Manager, a full-time IT lead, Reception Manager and 16 administrative and reception staff (who work a mixture of full-time and part time-hours).

Male life expectancy is 79.5 years compared to the national average of 79.2 years. Female life expectancy is 84.5 years compared to the national average of 83.2 years. However, 41% of older people are affected by income deprivation compared the national average of 20%.