

The Beaumont Practice

Inspection report

Hornsey Rise Health Centre
Hornsey Rise
London
N19 3YU
www.thebeaumontpractice.co.uk

Date of inspection visit: 17 January 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

Good 

Are services safe?

Good 

Are services effective?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at The Beaumont Practice on 17 January 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 good for all population groups.

We found that:

- Practice performance in relation to diabetes management was lower than the national average.
- Uptake to the national child immunisation programme was below the recommended targets.
- 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.
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Whilst we found no breaches of regulations, the provider **should:**

- Continue to look at ways to improve outcomes for patients with long term conditions, especially those patients with diabetes.
- Continue to look at ways to improve uptake to the child immunisation programme.
- Continue plans to re-establish the patient participation group.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

Older people	Good 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
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 adviser.

Background to The Beaumont Practice

The Beaumont Practice operates from the Hornsey Rise Health Centre, Hornsey Rise, London N19 3YU. It shares the purpose-built premises, which is managed by the local trust, with other healthcare providers. There are good local bus services.

We previously inspected the practice in April 2015, when we rated it good in respect of the five key questions and good overall.

A further inspection was carried out in November 2017, when it was rated requires improvement for providing a safe and well led service and good for providing an effective, caring and responsive service. It was rated requires improvement overall. Requirement notices for regulations 12 (safe care and treatment) and 17 (good governance) of the HSCA (RA) Regulations 2014 were issued due to staff training not being up to date, no comprehensive programme of clinical audit and no evidence of learning from significant events.

When we inspected in January 2019 we found the practice had undertaken a considerable amount of work to rectify areas of concern. A stable management team was in place with the GP partner providing more clinical sessions.

The practice provides NHS services through a General Medical Services (GMS) contract to approximately 2,900

patients. It is part of the NHS Islington Clinical Commissioning Group (CCG) which is made up of 33 general practices. The practice is registered with the CQC to carry out the following regulated activities:

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

The patient profile for the practice has an above average working age population, between the ages of 20 and 49 and fewer than average older patients, aged over 65. The locality has a higher than average deprivation level. Over a third of the practice area population is of a black and minority ethnic background.

The practice's clinical team is led by a female GP partner, supported by a female salaried GP and a long-term male locum GP. The practice offers a total of 20 GP sessions per week. The clinical team is complemented by a female practice nurse, who works three days a week and a male healthcare assistant, who works two mornings a week. The administrative team is comprised of a finance manager, who is also a non-clinical partner, practice manager and five administrative assistants, three of whom carry out reception duty.

The practice reception operates between 8.00am and 7.00pm Monday, Tuesday and Thursday, and 8.00am to

7.30pm on Wednesday and Friday. The practice closes from 1.00pm to 2.00pm, however, telephones are answered all day. Morning appointments with GPs are available between 8.30am and 1.00pm, Monday to Friday. GPs afternoon sessions run from 2.00pm to 7.00pm on Monday, Tuesday and Thursday and from 2.00pm to 7.30pm on Wednesday and Friday. The GPs also provide a telephone consultation service each day after the morning clinic.

Routine appointments with GPs can be booked up to six weeks in advance. Appointments in the morning are 10 minutes long; those in the afternoon are 15 minutes. 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. Telephone consultations are available daily and the GPs also make home visits to see house-bound patients.

In addition to the extended hours operated by the practice, the CCG has commissioned the “IHub” extended hours service, operating until 8.00pm on weekdays and between 8.00am and 8.00pm at weekends and bank holidays at three sites across the borough. Appointments can be booked by patients contacting their own general practice. There is also a walk-in service available to all patients at a central location. 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.