

Lane End Medical Group

Inspection report

2 Penshurst Gardens
Edgware
Middlesex
HA8 9GJ
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www.laneendmedicalgroup.co.uk

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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?

Good 

Overall summary

We carried out an announced comprehensive inspection at Lane End Medical Group on 21 March 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:

- 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:**

- Ensure an up to date health and safety risk assessment is completed.
- Continue to work to improve access to the practice by telephone.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

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 adviser.

Background to Lane End Medical Group

Lane End Medical Group is located at 2 Penshurst Gardens, Edgware, Middlesex, HA8 9GJ. The surgery has good transport links and there is a pharmacy located nearby.

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

The practice was previously inspected in October 2014 and was rated requires improvement for providing a safe and responsive service, good for providing an effective, caring and well led service and requires improvement overall. The practice was found to not have undertaken Disclosure and Barring (DBS) checks on all members of staff that undertook chaperone duties, however, the practice was not found to have breached any of the regulations of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The practice was re inspected through a desk top review in 2017 and found good for providing a safe and responsive service and good overall.

Lane End Medical Group is situated within the Barnet Clinical Commissioning Group (CCG) and provides

services to 13,100 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership who registered with the CQC in January 2014. *The practice staff includes a mix of seven male and female GP partners, three salaried GPs, two nurses, a healthcare assistant, three registrars and a pharmacist as well as managerial, administrative and reception staff. The practice is currently a training practice.*

The National General Practice Profile states that 24% of the practice population is from an Asian background with a further 14% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Forty-four percent of the practice population is under the age of 18 and 27% is over the age of 65. Fifty six percent of patients at the practice have a long-standing health condition.

The practice reception operates between 7.30am and 7.30pm on a Monday, and 7.30am and 6.30pm on a Tuesday to Friday The practice closes from 12.00pm to 2.30pm, however, telephones are answered all day. Morning appointments with GPs are available between 8.30am and 12.00pm, and 2.30pm to 6.30pm each

weekday The GPs also provide a telephone consultation service each day after the morning clinic. An e-consultation service is available through the practice website where patients can contact a GP through the site with non-urgent concerns. A GP will then respond within 72 hours. When the practice is closed, patients are directed to the 111 service.

Routine appointments with GPs can be booked up to six weeks in advance. Appointments are 10 minutes long. 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.