

# Oak Lodge Medical Centre

## Inspection report

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Edgware  
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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 responsive to people's needs?

Good



# Overall summary

We previously carried out an announced comprehensive inspection at Oak Lodge Medical Practice in March 2016 as part of our inspection programme. We rated the practice as Good overall. We rated the practice Good for providing safe, effective, caring and well-led services and requires improvement for providing a responsive service. You can read the full report by selecting the 'all reports' link for Oak Lodge Medical Practice on our website ([www.cqc.org.uk](http://www.cqc.org.uk)).

We were mindful of the impact of the Covid-19 Pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the Covid-19 Pandemic when considering what type of inspection was necessary and proportionate, this was therefore a desk-based inspection. On 29 September 2021, we carried out a desk-based review to confirm that the practice had carried out improvement plans to their service.

We found that the practice had put measures in place for ongoing improvement. The practice is now rated Good for providing responsive services.

We based our judgement of the quality of care at this service on a combination of:

- What we found when we reviewed the information sent to us by the provider;
- Information from our ongoing monitoring of data about services.

## **We have rated responsive as Good because:**

- Systems have been put in place to monitor and improve access for patients, including the installation of a new telephone system.

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

- Continue to monitor patient feedback in relation to access to services.

**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

<b>Older people</b>	<b>Not inspected</b>	
<b>People with long-term conditions</b>	<b>Not inspected</b>	
<b>Families, children and young people</b>	<b>Not inspected</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

We did not visit Oak Lodge Medical Centre during this inspection. The review of information sent by the practice was undertaken remotely by a CQC inspector.

## Background to Oak Lodge Medical Centre

The Oak Lodge Medical Centre is a teaching practice located in Edgware, North London within the NHS Barnet Clinical Commissioning Group. The practice holds a General Medical Services contract (an agreement between NHS England and general practices for delivering primary care services). The practice provides a full range of enhanced services including alcohol support, childhood vaccinations and immunisations, extended hours, dementia support, influenza and pneumococcal immunisations, learning disabilities, minor surgery, patient participation, risk profiling and case management, rota virus and shingles immunisations and unplanned admissions.

The practice is registered with the Care Quality Commission to carry out the regulated activities of treatment of disease, disorder or injury, diagnostic and screening procedures, maternity and midwifery services, surgical procedures and family planning.

The practice had a patient list size of approximately 18,000 at the time of our review.

The staff team at the practice included eight partners. The clinical team included seven GP Partners (four female and three male), seven salaried GPs (four female and three male), two GP registrars (one female and one male) two female F2s, one female nurse practitioner, three female practice nurses and a female health care worker.

These are complimented by a non-clinical team consisting of one non-clinical partner who is the strategic management lead, one deputy manager, one assistant manager, one operational manager and 25 multi-skilled administrative/reception staff.

The practice opening hours were:

- Monday to Friday 8.30am to 6.30pm

Appointments were available at the following times:

- Monday to Friday: 8.30am to 1.00pm and 2.30pm to 5.30pm (1.00pm to 2.00pm daily, access is via telephone).
- Extended hours were offered from 6.30pm to 8.15pm Monday, Tuesday and Wednesday and 6.30pm to 8.00pm on Thursday and Friday. Additional evening and weekend appointments are accessible via the Enhanced Access Service, Monday to Friday 6.30pm to 8.00pm, and between 8.00am and 8.00pm during the weekend and on bank holidays.

Outside of these times, cover was provided by an out of hours provider.

To assist patients in accessing the service there was an online booking system and a text message reminder service for scheduled appointments. Urgent appointments were available daily and GPs completed telephone consultations.