

The Muswell Hill Practice

Inspection report

54 Muswell Hill
London
N10 3ST
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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

Outstanding 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Outstanding 

Are services responsive to people's needs?

Good 

Are services well-led?

Outstanding 

Overall summary

We carried out an announced comprehensive inspection of the Muswell Hill Practice (the practice) including a site visit on 22 November 2023. Overall, the practice is rated as Outstanding.

- Safe - Good
- Effective - Good
- Caring - Outstanding
- Responsive - Good
- Well-led - Outstanding

The practice had been inspected at its previous location in June 2017, when it was rated Good overall and for all key questions. The full report of that inspection can be found on our website at – <https://www.cqc.org.uk/location/1-15036065218/reports>

Why we carried out this inspection

We carried out this comprehensive inspection in line with our inspection priorities, following the practice moving to its new location in August 2022.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.
- Reviewing feedback from patients submitted via the CQC website.

Our findings

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 found that:

- People were truly respected and valued as individuals and were empowered as partners in their care. Feedback from people who used the service was continually positive about the way staff treated them. People thought staff go the extra mile and the care they received exceeded expectations. Staff were highly motivated and inspired to offer care that was kind and promotes people's dignity. Relationships between people who used the service and staff were strong, caring and supportive. These relationships were highly valued by all staff and promoted by leaders.

Overall summary

- The leadership, governance and culture were used to drive and improve the delivery of high-quality person-centred care. Leaders had an inspiring shared approach and strived to deliver and motivate staff to succeed. There were high levels of staff satisfaction. Staff were proud to work for the practice and spoke highly of its culture. There was strong collaboration and support across all staff and a common focus on improving the quality of care and people's experiences.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- People had good outcomes because they received effective care and treatment.
- People's needs were met through the way the services were organised and delivered.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit with a nurse specialist advisor.

The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to The Muswell Hill Practice

The Muswell Hill Practice (the practice) operates at 54 Muswell Hill, London N10 3ST.

The practice is registered by the Care Quality Commission to deliver the regulated activities Diagnostic and screening procedures, Family planning, Maternity and midwifery services, and Treatment of disease, disorder or injury.

The practice is part of the North Central London Integrated Care System (ICS) and delivers General Medical Services is under a contract held with NHS England to 16,115 patients. The practice is part of the Northwest Haringey Primary Care Network, with three other local practices.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice area is in the second highest decile (ninth of 10). The higher the decile, the less deprived the practice population is relative to others. According to the latest available data, the ethnic make-up of the practice area is

- 82% White
- 5.2% Asian
- 4.4% Black
- 6% Mixed
- 2.5% Other

The practice provided further data current at the date of our inspection showing there are more female patients (52%) registered than males (48%). The breakdown of patients' age range is

- Children and younger people (0-19 years) 3,723
- Working age people (20-59) 9,159
- Older people (60+) 3,233

The clinical team is made up of 12 GPs, including the three partners, two practice nurses, two employed healthcare assistants (HCAs) and another HCA who had trained on placement at the practice, and who continued in a voluntary capacity. The practice has an employed pharmacist and shares three others who work for the Haringey GP Federation. It is a training practice, with five GP registrars currently on placement. Registrars are junior doctors who have completed their foundation training but are still in training in a specialty area of medicine.

The support team comprises the practice manager, the operations manager, the reception manager, seven receptionists, and six administrators.

The practice opened between 8:00 am and 6:30 pm on Monday to Friday. It provides enhanced hours appointments between 7:30 am and 8:00 am on weekdays and from 6:30 pm until 8:00 pm on Thursdays. The practice operates a Saturday morning enhanced hours service once a month but is otherwise closed at weekends.

An additional enhanced access service is provided locally by the local GP Federation, with weekday evening appointments available from 6.30 pm until 8:00 pm; from 9:00 am to 8:00 pm on Saturday and from 8:00 to 8:00 pm on Sunday and Bank Holidays. The appointments were available at a local neighbourhood hub in the borough.

Out of hours services can be contacted by calling NHS 111.

The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Face to face appointments are 15 minutes long; telephone appointments being 10 minutes. Home visits are available, where appropriate, following clinical triaging of the patient's needs.