

Freezywater Primary Care Centre

Inspection report

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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 effective?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions: effective, responsive and well led.

The practice was first inspected in November 2013. This was an unrated inspection under the CQC's previous inspection framework. At that inspection the practice was issued with compliance notices for Regulation 12 (cleanliness and infection control) as there was no effective inspection control system in place, and Regulation 19 (complaints) as the practice did not have an effective complaints procedure in place. A Follow up inspection took place in May 2014 where the practice was found to be meeting the standards for Regulation 19. At a follow up inspection in September 2014 the practice was found to be meeting the requirements for Regulation 12.

The first rated inspection took place on 7 August 2016. The practice was rated good for all key questions and population groups and good overall.

At this inspection (4 March 2020), 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.

We rated the practice as good for providing an effective, responsive and well-led service because:

- The practice had not met national targets for the cervical cancer screening programme, however measures had been put in place to improve the results of the programme.
- The practice had not met World Health Organisation (WHO) targets for the childhood immunisation programme but was working on a number of steps to improve this.
- 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:**

- Take action to improve the uptake for the childhood immunisation programme.
- Take action to improve the uptake for the cervical cancer screening programme.
- Consider recording exception rates for the Quality Outcome Framework (QOF).
- Consider ways to improve results from the national GP patient survey.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

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.

Background to Freezywater Primary Care Centre

Freezywater Primary Care Centre is located in the London Borough of Enfield in North London. It is one of the 48 member GP practices in NHS Enfield CCG and the fourth largest practice in the North East of the Borough. The practice is also a member of Medicus Health Partners (1 of 13 partner practices). There is a shared governance process which allows patients to see a clinician at any of the member practices. This also enables patients access to a wider range of services than provided at the Freezywater Primary Care Centre site by attending services provided by partner practices.

The practice holds a Primary Medical Services contract (an agreement between NHS England and general practices for delivering primary medical services). The practice provides enhanced services, for example, adult and child immunisations, extended hours, facilitating timely diagnosis and support for people with Dementia and unplanned admissions.

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

There are approximately 13000 patients currently registered with the practice.

The staff team at the practice includes three partner GPs (three male). The practice clinical team also includes four Salaried GPs (one male and three female). The practice has one Practice Nurse (female) and one senior locum Practice Nurse (female), who is supported by one Healthcare Assistant (female), two trainee Healthcare Assistant, an Emergency Care Practitioner and two Primary Care Pharmacists. The practice has 19 administrative staff, including a practice manager. All staff work a mix of full time and part-time hours. There are 151 weekly GP sessions available.

The practice opening hours are:

- Monday, Thursday and Friday – 8am to 6.30pm
- Tuesday and Wednesday – 8am to 8pm

The practice's consultation times start at 9am.

Urgent appointments are available each day and GPs also complete telephone consultations for patients. An out of hours service provider covers the practice when it is closed. If patients call the practice when it is closed, an answerphone message gives the telephone number they should ring depending on their circumstances. Information on the out of hours service is provided to patients on the practice leaflet as well as through posters and leaflets available at the practice.

The practice has a higher than average percentage of people with a long-standing health condition than the

national average (53% compared to 51%). At 78 years, male life expectancy is below the England average of 79 years. At 82 years, female life expectancy is below the England average of 83 years. The practice is located in an area where deprivation is high (ranked 2nd most deprived

according to the index of multiple deprivation (IMD), on a scale of 1 to 10 where 1 represents the most deprived areas. This indicates a greater need for health services amongst a growing and transient population.