

Dr Jerome Kaine Ikwueke

Inspection report

1 Grove Road
Tottenham
London
N15 5HJ
Tel: 02088009781

Date of inspection visit: 14 March 2022
Date of publication: 11/05/2022

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out a focussed, unrated inspection at Dr Jerome Kaine Ikwueke (also known as Grove Road Surgery) on 14 March 2022.

Following our previous inspection on 22 July 2021, the practice was rated as Inadequate for the Safe question, the Well led question and overall. The practice was rated as Good for the Caring question and rated as Requires Improvement for the Responsive question.

We identified concerns in regard to whether the service was Safe, Effective, Responsive And Well-Led. We served a Requirement Notice under Regulation 16 (Receiving and acting on complaints) and also served a Warning Notice under Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The practice was placed into special measures and required to address the Warning Notice concerns by 15 October 2021.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Jerome Kaine Ikwueke on our website at www.cqc.org.uk

Why we carried out this inspection

Following the publication of our July 2021 announced comprehensive inspection report, the practice sent us a plan of action to ensure the service was compliant with the requirements of the regulations.

We carried out this focussed inspection on 14 March 2022: looking at the identified breaches set out in the Warning Notice, under the key questions of Safe, Responsive and Well-led.

We found the practice had made improvements sufficient for us to consider the Warning Notice had been met.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

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

Overall summary

- 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 not reviewed the ratings for the key questions or for the practice overall as this is a focussed follow-up inspection to look at whether the Warning Notices served under the Safe and Well-led key questions have been met. We will consider the practice's ratings in all key questions and overall when we carry out a full comprehensive inspection at the end of the period of special measures.

We found that:

- Action had been taken since our last inspection such that there were now adequate systems in place to manage risks associated with emergency situations.
- Action had been taken since our last inspection such that when things went wrong, there were now systems in place to review, investigate and learn.
- Action had been taken since our last inspection such that the practice's monitoring systems now kept patients safe in relation to the use of high-risk medicines.
- Action had been taken since our last inspection such that complaints were now handled appropriately - including timely acknowledgment, response and appropriate systems for learning from complaints.
- Action had been taken since our last inspection such that governance arrangements now supported the delivery of high-quality care (for example regarding arrangements for staff induction, significant incident reporting, safety alerts and complaints management).

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

Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit accompanied by a CQC practice manager 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 Dr Jerome Kaine Ikwueke

Dr Jerome Kaine Ikwueke (also known as Grove Road Surgery) is a GP practice located in the London Borough of Haringey and is part of the NHS Haringey Clinical Commissioning Group (CCG). The practice provides care to approximately 4600 patients and the practice area population has a deprivation score of 2 out of 10 (1 being the most deprived). Grove Road Surgery serves a higher than average number of elderly patients and cares for a diverse population (with approximately 46% of its patients from Black and minority ethnic backgrounds).

The practice holds a GMS (General Medical Services) contract with NHS England. This is a contract between NHS England and general practices for delivering general medical services and is the most common form of GP contract.

The practice is registered with the Care Quality Commission to provide the following regulated activities:

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

The practice team consists of one male lead GP and two salaried GPs (one female, one male), part time female practice nurse, female health care assistant, female clinical pharmacist, practice manager and an administrative/reception team.

The practice's opening hours are 8:00am to 6:30pm on weekdays with extended hours appointments operating between 6:30pm to 7:30pm on Mondays and Tuesdays. Patients can also book appointments to be seen at local hub centres between 6:30pm and 8:30pm on weekdays and 8:00am to 8:00pm at weekends.

The practice is located on the ground floor and offers step free access.