

Dr Jerome Kaine Ikwueke

Inspection report

1 Grove Road
Tottenham
London
N15 5HJ
Tel: 02088009781

Date of inspection visit: 5 September 2022
Date of publication: 24/11/2022

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		Good	
Are services safe?		Good	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive inspection at Dr Jerome Kaine Ikwueke on 5 September 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 24 July 2021, the practice was rated inadequate overall and for providing safe and well led services. The practice was rated as requires improvement for providing effective and responsive services and rated as good for providing caring services.

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

When we inspected in July 2021, we rated the practice as inadequate for providing safe and well led services because arrangements for monitoring high risk medicines placed patients at risk and because the practice lacked effective safety alerts systems. We also saw limited evidence of learning from significant incidents and identified concerns regarding staff recruitment processes.

We served a Warning Notice for breach of Regulation 17 and a Requirement Notice for breach of Regulation 16 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The practice was placed into special measures and we asked the provider to take improvement action to achieve compliance with the relevant Regulations of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We conducted an unrated, focussed, follow up inspection on 14 March 2022 which confirmed the provider had addressed our most serious concerns (as detailed in the Regulation 17 Warning Notice).

The inspection which took place on 5 September 2022 was a comprehensive, rated inspection to assess whether wider improvements had taken place since July 2021; sufficient for the practice to be taken out of special measures.

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.

Overall summary

- 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.

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:

- Leaders had robustly responded to the concerns identified at our July 2021 inspection and had achieved compliance with the relevant Regulations of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- 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.
- We noted there were now adequate systems in place to manage risks associated with emergency situations.
- We noted that when things went wrong, there were now systems in place to review, investigate and learn.
- We noted the practice now had appropriate systems in place to act on safety alerts.
- Clinical searches confirmed that the practice's management of long-term conditions now reflected current evidence-based guidance, standards and best practice.
- We noted that complaints were now handled appropriately - including timely acknowledgment, response and appropriate systems for learning from complaints.
- Clinical audits were carried out and all relevant staff were involved. There was also participation in relevant local audits (such as prescribing audits).
- Patient feedback was generally above local and national averages regarding phone and appointments access. Patients fed back that they could access the right care at the right time.
- Governance arrangements now supported the delivery of high-quality and patient centred care (for example regarding staff induction arrangements, significant incident reporting, safety alerts and complaints management). We noted systems were in place to ensure these governance improvements were sustained.

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

- Continue to monitor and take action to improve cervical screening and child immunisation uptake rates.

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

As a result of the above findings the provider has been taken out of special measures.

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

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. 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 new NHS North Central London Integrated Care Partnership. 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, recently appointed 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.