

Latymer Road Surgery

Inspection report

2A Latymer Road
London
N9 9PU
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www.latymerroadsurgery.co.uk

Date of inspection visit: 3 December 2021
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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 Latymer Road Surgery in February 2020 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 Latymer Road Surgery on our website (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 3 December 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.

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

- Ensure they continue monitoring access.

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

We did not visit Latymer Road Surgery during this inspection. The review of information sent by the practice was undertaken remotely by a CQC inspector.

Background to Latymer Road Surgery

The Latymer Road Surgery (the practice) operates at 2a Latymer Road, London, N9 9PU, and is registered with the Care Quality Commission (CQC) to carry out the regulated activities of diagnostic and screening procedures; treatment of disease, disorder or injury; and surgical procedures. It provides NHS services through a General Medical Services (GMS) contract to approximately 4,540 patients. It is part of a primary care network with 10 other local practices. The service is commissioned by the NHS North Central London Clinical Commissioning Group (CCG). The practice serves a diverse population with many patients for whom English is a second language.

Practice is run by a Lead Partner and a Practice Manager. The clinical team is made up of four GPs (three female and one male), one of whom is the registered provider and three locum GP and one practice nurse. The GPs work a combined total of 18 clinical sessions per week. In addition, there is a pharmacist employed by the primary care network, who works regularly at the practice. Administrative team is made up of seven staff.

The practice is open from 08.00 to 6.30pm Monday to Friday, with appointments available throughout the day. Telephones are staffed from 8am until 6.30pm. The practice remains open over lunch time. The practice is closed at weekends and has opted out of providing an out of hours service. Patients calling the practice outside normal operating hours are put through to the local out of hours service provider.

`An extended hours service is operated by the local CCG at several locations. This provides patients with additional access to services between 6.30pm and 8pm on weekdays and 8am and 8pm at weekends and on public holidays.