Care Quality Commission

Hendon Way Surgery

Inspection report

215 West Hendon Broadway
London
NW9 7DG
Tel: 02081029830
www.hendonwaysurgery.nhs.uk

Date of inspection visit: 20 October 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 Hendon Way Surgery in December 2019 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 Hendon Way 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 20 October 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, including the installation of a new telephone system.

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 Hendon Way Surgery during this inspection. The review of information sent by the practice was undertaken remotely by a CQC inspector.

Background to Hendon Way Surgery

Hendon Way Surgery is located at 215 West Hendon Broadway, London, NW9 7DG. The provider is registered with the Care Quality Commission (CQC) to deliver the regulated activities of diagnostic and screening procedures; maternity and midwifery services; family planning; and the treatment of disease, disorder or injury.

Hendon Way is situated within the Barnet local authority and is one of 50 practices that service the NHS Barnet Clinical Commissioning Group (CCG) area. The practice provides services for approximately 8,800 patients.

The provider is a GP partnership made up of two female GP partners and two male GP partners. The partnership is supported by a full time practice nurse, two part time practice nurses and two healthcare assistants. The clinical staff and patients are supported by a team of non-clinical members of staff which included a practice manager.

The practice is open Monday to Friday from 8am to 6.30pm. Outside of these hours, patients were advised to access the pre-bookable HUB appointments available across 11 locations from Monday to Friday from 6.30pm to 8.30pm, and Saturday and Sunday from 8am to 8pm or contact NHS 111.

The patient population served by the practice has a higher than average number of patients under the age of 44. The practice has a lower number of patients aged 65 and over when compared to the national average, however it is comparable to other practices within the NHS Barnet CCG area. Of the patients registered at the practice, 73.5% are working or in full-time education, above the local average of 69% and the national average of 61.9%.