

# Oakwood Medical Centre

## Inspection report

Malcolms Way, Reservoir Road

London

N14 4AQ

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Date of inspection visit: 4 & 5 October 2023

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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 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 Oakwood Medical Centre on 4 and 5 October 2023. Overall, the practice is rated as good.

Safe - good,

Effective - good,

Caring - good,

Responsive - good,

Well-led - good,

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

## How we carried out the inspection/review

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.
- 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:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Clinical records were in need of a review to ensure outstanding items such as laboratory results and medication reviews had been undertaken but not closed on the system. Following the inspection, the practice provided an update into the work carried out to improve this area.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

# Overall summary

- 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-centred care.

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

- Continue to review procedures in regard to medicines review so that complete reviews are carried out.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who 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 Oakwood Medical Centre

Oakwood Medical Centre is located in North London at:

Malcolm's Way

Reservoir Road

London

N14 4AQ

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures, Surgical procedures and family planning.

The practice is situated within the North Central London Integrated Care System (NCL ICS) and delivers General Medical Services (GMS) to a patient population of about 8000. This is part of a contract held with NHS England.

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 57% Asian, 21% White, 15% Black, 4% Mixed, and 3% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of six GPs and a Physicians Associate. These are supported by two pharmacists and a team of three Nurse and Healthcare assistants. Clinical staff are supported at the practice by a team of administration staff. The practice manager is based at the practice and the business manager works remotely.

The practice is open between 8.00 am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.