

# Dr Mohammed Abedi

## Inspection report

The Surgery  
340 High Street  
Enfield  
EN3 4DE  
Tel: 08448151474

Date of inspection visit: 28 September 2022  
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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 at Dr Mohammed Abedi (also known as East Enfield Medical Practice) on 28 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 19 September 2019, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Mohammed Abedi on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection in response to risk; specifically regarding child immunisation rates and cervical screening uptake rates which were lower than local and national averages.

## 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 and on site.
- 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:

# Overall summary

- The practice's management of long-term conditions reflected current evidence-based guidance, standards and best practice.
- When things went wrong, there were systems in place to review, investigate and learn.
- We noted an isolated instance where the practice had not acted on a safety alert and advised a patient of the risks associated with their medication. Systems were otherwise in place to act on safety alerts.
- Leaders were aware of the practice's lower than average performance on child immunisations; citing significant local vaccine hesitancy. We noted a range of interventions aimed at improving performance.
- Unverified practice data indicated the provider was meeting its cervical screening uptake target.
- Complaints were handled appropriately - including timely acknowledgment, response and appropriate systems for learning from complaints.
- We saw evidence of quality improvement activity aimed at improving local health inequalities. This included evidence of clinical audit (although a structured clinical audit programme was not in place).
- The practice had received national recognition regarding its Over 65s flu vaccination uptake.
- Patient feedback was above local and national averages regarding phone and appointments access. Patients fed back that they could access the right care at the right time.
- Practice management and governance arrangements supported the delivery of high-quality, patient centred care.

We saw evidence of outstanding practice:

- We noted the practice had achieved a 98% uptake regarding its 2021/22 Over 65s Flu vaccination programme. The practice manager spoke positively about how improved recall systems, targeted advertising, dedicated clinics and a focus on vulnerable patients and their carers had been pivotal to this success. The provider had been recognized as the best performing practice in England in 2019/20 and subsequently been invited by NHS England to share its approach with other practices across North London.

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

- Continue to monitor and take action to improve child immunisation uptake rates.
- Take action to review and monitor its patient safety alerts protocol.
- Take action to introduce a structured clinical audit programme.

**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 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 Mohammed Abedi

East Enfield Medical Practice is located in Ponders End, Enfield and has a patient list of approximately 7,900. The practice is part of the North Central London Integrated Care system and has a deprivation score of 2 out of 10 (1 being the most deprived). The surgery cares for a diverse population (with approximately 43% of its patients from Black and minority ethnic backgrounds). The area is extremely diverse with over eighty languages spoken in the borough.

The practice holds a General Medical Service (GMS) contract with NHS England. This is a contract between general practices and NHS England for delivering primary care services to local communities. The practice is open between 8:00am and 6:30pm Monday to Friday. Appointments are from 8:30am to 6:00pm daily.

Extended hours surgeries are offered Monday 6.30pm to 8:30pm and Tuesday 6.30pm to 8:00pm. Outside of these times, patients are referred to a local out-of-hours provider. Details of how to access the service are displayed in reception and on the provider's website.

The services provided include child health care, ante and post-natal care, immunisations, sexual health and contraception advice, management of long-term conditions and smoking cessation clinics.

There is one male lead GP, working with a female salaried GP and two female regular locum GPs. The clinical team also includes a female practice nurse supported by a female, regular locum practice nurse and two male regular locum clinical pharmacists. Administrative support is provided by a practice manager and team of reception/admin staff.

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

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