

# Warden Lodge Medical Practice

## Inspection report

Glen Luce,  
Turners Hill,  
Waltham Cross  
EN8 8NW  
Tel: 01992622324  
www.wardenlodge.co.uk

Date of inspection visit: 9 December 2021  
Date of publication: 07/01/2022

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

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



# Overall summary

We carried out an unannounced inspection at Warden Lodge Medical Practice on 9 December 2021. This inspection was focused on the management of access to appointments.

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

## **Why we carried out this inspection**

This inspection was undertaken in response to data/information we reviewed which suggested potential issues with access to appointments.

## **How we carried out the inspection**

This inspection included a site visit. The lead inspector and inspection manager spoke with staff on site.

Interviews were carried out with the practice manager.

We found that:

- People were able to access appointments in a timely way
- The practice offered a range of appointment types
- There were systems in place to support people who face communication barriers to access treatment
- There were systems in place to monitor access to appointments and make improvements.

**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

Our inspection team included a lead inspector and an inspection manager.

## Background to Warden Lodge Medical Practice

Warden Lodge Medical Practice is a purpose-built GP Surgery constructed and opened in Autumn 2006. It provides a range of primary medical services, including minor surgical procedures from its premises at Glen Luce, Waltham Cross, Hertfordshire.

Practise opening hours are:

Monday 08:00-18:30

Tuesday 08:00-18:30

Wednesday 08:00-18:30

Thursday 08:00-18:30

Friday 08:00-18:30

Saturday Closed

Sunday Closed (Open every other Saturday between 8:00-12:00).

The premises are located over three floors with consulting rooms on the ground and first floor, with parking outside the surgery including designated disabled parking bays.

The practice holds a General Medical Services (GMS) contract for providing services, which is a nationally agreed contract between general practices and NHS England for delivering general medical services to local communities.

The practice is part of the NHS East and North Hertfordshire Clinical Commissioning Group. Warden Lodge is a training practice. Any doctors who wish to become GPs need to undertake specialist training. Two of the practice GPs have undertaken extra qualifications to carry out the role as GP trainers. Doctors who are training to become GPs are called GP Registrars and are fully qualified doctors. At the time of our inspection, there were two GP Registrars working at the practice.

The practice serves a mixed ethnic population of approximately 10,223 patients. Local demographics show a slightly lower than average population of male patients aged 25 to 50 years and a higher than average population of both males and females aged 75 years and over, (approximately 12% of the practice population), the highest in Hertfordshire practices. National data shows the deprivation level in the local area as six on a scale of one to 10 with one being the most deprived and 10 being the least deprived.

The clinical team consists of four GP partners, one salaried GPs, three Nurse Practitioners, three Practise Nurses and one Healthcare assistant. The practice management team consists of a practice manager, reception and administration staff.

Warden Lodge is open Mondays to Fridays between 8.30am and 6.30pm. Extended hours appointments are available on alternate Saturdays from 8am to 12pm. The out of hours service is provided by Hertfordshire Urgent Care and can be accessed via the NHS 111 service.