

The Woodberry Practice

Inspection report

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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. The practice was previously inspected on 10 May 2016 and we rated the practice as Good overall.

Because of the assurance received from our review of information we carried forward the Good ratings for the following key questions: Safe, Caring and Responsive. This inspection looked at the following key questions:

Are services Effective?

Are services Well-led?

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 have rated this practice as good overall and good for all population groups.

At this inspection we found:

- 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.
- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.

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

- Continue with efforts to improve outcomes for patients with hypertension.
- Continue with efforts to improve up-take for cervical screening.
- Continue to review exception reporting rates with a view to bringing them in line with local CCG averages.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor.

Background to The Woodberry Practice

The Woodberry Practice is a GP practice located in Enfield, London and is part of the NHS Enfield Clinical Commissioning Group (CCG).

The practice is provided by three GP partners and is located off the main road which is accessible by local bus and train services. The practice is located in a residential property which has been modified and converted into a GP surgery. Consultations take place on the ground and first floors.

It provides care to approximately 8,800 patients. The practice area population has a deprivation score of 8 out of 10 (1 being the most deprived). The practice serves a predominantly younger population and has a higher than average number of patients who are of working age. The practice cares for a diverse population with approximately 26% of its patients from black and ethnic minority backgrounds.

The practice holds a PMS (Personal Medical Services) contract with NHS England. This is a locally agreed alternative to the standard GMS (General Medical services) contract used when services are agreed with a practice which may include additional services beyond the standard contract.

It is registered with the Care Quality Commission to provide the regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Treatment of disease, disorder or injury; and Surgical Procedures.

The clinical team consists of one male and two female GP partners, two female salaried GPs, two female practice nurses one female healthcare assistant, a pharmacist, a practice manager and an administrative and reception team.

The practice's opening hours are 8am to 6:30pm on weekdays, with extended hours appointments available between 6.30pm - 8.30pm on Tuesdays and 6.30pm - 8.45pm on Thursdays.

Standard appointments are 10-15 minutes long, with double appointments available to patients who request them, or for those who have been identified as having complex needs. Telephone consultations and home visits are available. Appointments can be booked online by patients who have previously registered to use the facility.

The practice has opted out of providing an out-of-hours service. When the practice is closed, patients are redirected to a contracted out-of-hours service. The local Clinical Commissioning Group has commissioned an extended hours Hub service, which operates at various locations within the Enfield area, available between

6.30pm and 8pm on weeknights and between 8am and 8pm at weekends. The practice is one of the host locations for the Hub service. Patients may book appointments with the service by contacting the practice.