

# Dr. M. S. Dave & Dr. G. Mangaleswaradevi (Known as Stuart Crescent Medical Practice)

## Inspection report

Stuart Crescent Health Centre  
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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

Requires improvement 

Are services effective?

Requires improvement 

Are services caring?

Requires improvement 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions, effective, caring, responsive and well led.

At our inspection in January 2017, we rated the practice as Requires Improvement for providing safe and well-led services. At this time included amongst the issues we identified, was the practice did not have adequate management and storage of medicines and medical devices held on site. In addition, the practice did not engage fully with its patients to assist in establishing a patient participation group (PPG), which would serve as a channel to address patient concerns as highlighted in the low scores the practice received as part of the National GP Patient Survey. Finally, there was limited evidence that all non-clinical staff had received an appraisal during the preceding 12 months as well as recent information governance training.

We carried out an announced focused inspection on 16 October 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 4 January 2017. We found that the practice had made improvements to provide safe and well-led services. As a result of these findings, the practice was rated as good for providing safe and well-led services.

At this inspection (5 February 2020), 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 requires improvement overall.**

We rated the practice as requires improvement for effective because:

- The practice had not met national targets for the cervical cancer screening programme.
- The practice had not met World Health Organisation (WHO) targets for the childhood immunisation programme.

We rated the practice as requires improvement for caring because:

- The practice received low scores in the national patient survey in relation to caring. The practice had undertaken their own internal practice survey however, this was from a small number of patients and not representative of the practice population.

We rated the practice as good for providing a responsive and well-led service because:

- The practice organised and delivered services to meet patients' needs. 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-centre care.

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

- Take action to improve the uptake for the childhood immunisation programme.
- Take action to improve the uptake for the cervical cancer screening programme.
- Extend the practice patient survey to include a wider number of the patient population.

**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

## Population group ratings

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

## Our inspection team

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

## Background to Dr. M. S. Dave & Dr. G. Mangaleswaradevi

Dr M S Dave & Dr G Mangaleswaradevi (known as Stuart Crescent Medical Practice) is located in a residential area of the London Borough of Haringey. The practice is located on the ground floor of a purpose-built health centre, which is shared with another GP practice. There is no free parking on the streets nearest to the practice as the area operates permit-only parking. The nearest bus stops are approximately three minutes' walk from the practice, and a three minute walk from a tube station.

There are approximately 3100 patients registered at the practice. Statistics show high levels of income deprivation among the registered population. Information published by Public Health England rates the level of deprivation within the practice population group as two on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The registered population is higher than the national average for those aged between 25-39. Patients registered at the practice come from a variety of backgrounds including Asian, Western European, Eastern European and African Caribbean with 44% of patients identifying as black, Asian or mixed race. Forty six percent of patients have a long-standing health condition compared to the CCG average of 49%.

Care and treatment is delivered by two partner GPs (one female and one male) who deliver twelve clinical sessions weekly. There is a practice nurse at the practice (female)

and a healthcare assistant (female) who deliver two extended session weekly. Five administrative and reception staff work at the practice and are led by a practice manager.

The practice reception opening times are:-

- 8am - 7pm (Monday - Friday)

And clinical sessions are as follows:-

- 9:30am - 12:30pm (Monday - Friday)
- 4pm – 7pm (Monday and Friday)
- 4pm – 6:30pm (Tuesday and Thursday)
- 4pm – 6pm (Wednesday)

Patients can book appointments in person, by telephone and online via the practice website.

As the practice member of a local GP federation, patients at the practice have the facility to see a GP or nurse outside of normal working hours and at the weekend. Patients requiring a GP outside of practice opening hours are advised to contact the NHS GP out of hours service on telephone number 111.

The practice has a General Medical Services (GMS) contract and conducts the following regulated activities:-

- Diagnostic and screening procedures
- Treatment of disease, disorder or injury

-Maternity and midwifery services

Haringey Clinical Commissioning Group (CCG) is the practice's commissioning body.