

# Latymer Road Surgery

## Inspection report

2A Latymer Road  
London  
N9 9PU  
Tel: 02088075363  
[www.latymerroadsurgery.co.uk](http://www.latymerroadsurgery.co.uk)

Date of inspection visit: 28 June 2022  
Date of publication: 02/08/2022

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 |  | Good |  |
| Are services safe?               |  | Good |  |
| Are services effective?          |  | Good |  |
| Are services well-led?           |  | Good |  |

# Overall summary

We carried out an announce comprehensive inspection at Latymer Road Surgery in response to concerns highlighted by a whistle-blower. We checked these areas as part of this inspection and found they had been unsubstantiated. Overall, we rated the practice as Good. We rated the practice good for providing safe, effective and well led care, the domains that were reviewed in this inspection.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing and on site at the location
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- 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 have rated this practice as Good overall

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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 practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

The areas where the provider **should** make improvements are:

- Continue to look at ways to improve uptake to the child immunisation programme.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

# Overall summary

Chief Inspector of Primary Medical Services and Integrated 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 Latymer Road Surgery

Latymer Road Surgery (the practice) operates at 2a Latymer Road, London, N9 9PU and is registered with the Care Quality Commission (CQC) to carry out the regulated activities of diagnostic and screening procedures; treatment of disease, disorder or injury; and surgical procedures. It provides NHS services through a General Medical Services (GMS) contract to approximately 4,540 patients. It is part of a Primary Care Network with 10 other local practices. The service is commissioned by the NHS North Central London Clinical Commissioning Group (CCG). The practice serves a diverse population with many patients for whom English is a second language.

The clinical team is made up of the lead GP (male) and three long term locum GPs. The GPs work a combined total of 18 clinical sessions per week. In addition, there are two part time nurses, two part time healthcare assistants and pharmacist employed by the primary care network, who works regularly at the practice. They are supported by a practice manager and a team of seven administrative staff.

The practice is open from 8am to 6.30pm Monday to Friday, with appointments available throughout the day. Telephones are staffed from 8am to 6.30pm. the practice remains open over lunch time. The practice is closed at weekends and has opted out of providing an out of hours service. Patients calling the practice outside normal opening hours are put through to a local out of hours service provider.

An extended hours service is operated by the local CCG at several locations. This provides patients with additional access to services between 6.30pm and 8pm on weekdays and 8am to 8pm at weekends and on public holidays.