

Enfield Island Surgery

Quality Report

43 Island Centre Way
Enfield
London
EN3 6GS

Tel: 01992 679585

Website: www.enfieldislandsurgery.nhs.uk

Date of inspection visit: 26 September 2017

Date of publication: 14/11/2017

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 service

Good



Are services safe?

Good



Summary of findings

Contents

Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3
The six population groups and what we found	4
Areas for improvement	6

Detailed findings from this inspection

Our inspection team	7
Background to Enfield Island Surgery	7
Why we carried out this inspection	7
How we carried out this inspection	7
Detailed findings	9

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Enfield Island Surgery on 20 July 2016. The overall rating for the practice was good, however the practice was rated as requires improvement for providing a safe service. The full comprehensive report on the July 2016 inspection can be found by selecting the 'all reports' link for Enfield Island Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 26 September 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 20 July 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- The practice had a defibrillator in place. We saw evidence of a maintenance log to ensure that it was working and fit for purpose. All staff had received training and the use of the defibrillator had been included in the updated practice policy and procedure for dealing with emergencies.
- All staff had received a current Disclosure and Barring Service (DBS) check.

However, there were also areas of practice where the provider needs to make improvements.

The provider should:

- Consider the installation of an induction loop.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing a safe service.

- The practice had a defibrillator in place. We saw evidence of a maintenance log to ensure that it was working and fit for purpose. All staff had received training and the use of the defibrillator had been included in the updated practice policy and procedure for dealing with emergencies.
- All staff had received a current Disclosure and Barring Service (DBS) check.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection in July 2016. The full comprehensive report on the July 2016 inspection can be found by selecting the 'all reports' link for Enfield Island Surgery on our website at www.cqc.org.uk.

Good



People with long term conditions

The practice is rated as good for the care of people with long-term conditions.

This rating was given following the comprehensive inspection in July 2016. The full comprehensive report on the July 2016 inspection can be found by selecting the 'all reports' link for Enfield Island Surgery on our website at www.cqc.org.uk.

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection in July 2016. The full comprehensive report on the July 2016 inspection can be found by selecting the 'all reports' link for Enfield Island Surgery on our website at www.cqc.org.uk.

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students).

This rating was given following the comprehensive inspection in July 2016. The full comprehensive report on the July 2016 inspection can be found by selecting the 'all reports' link for Enfield Island Surgery on our website at www.cqc.org.uk.

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection in July 2016. The full comprehensive report on the July 2016 inspection can be found by selecting the 'all reports' link for Enfield Island Surgery on our website at www.cqc.org.uk.

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection in July 2016. The full comprehensive report on the July 2016 inspection can be found by selecting the 'all reports' link for Enfield Island Surgery on our website at www.cqc.org.uk.

Good



Summary of findings

Areas for improvement

Action the service **SHOULD** take to improve

- Consider the installation of an induction loop.

Enfield Island Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection team was led by a CQC inspector.

Background to Enfield Island Surgery

Enfield Island Surgery is an established purpose built GP practice situated within the London Borough of Enfield which opened in 2000. The practice is part of the NHS Enfield Clinical Commissioning Group (CCG) and has been accredited as a GP training practice.

The practice provides general primary medical services to approximately 4000 patients living within its catchment area. The practice is located at Island Centre Way, Enfield with relatively good transport links by bus and rail services.

The building has step free access and provides wheelchair access to the entrance of the building, reception and waiting area together with access to an accessible toilet. For people with a hearing impairment there is a signing service available but no induction loop. There is a range of parking available on site including disabled parking, parent and child parking and cycle racks.

The practice population is ethnically diverse and is identified as an area of deprivation (2nd most deprived decile). People living in more deprived areas tend to have a greater need for health services.

There is a significantly lower than average number of older patients in the age bands 65-85+ compared to the national average; however, there is a significantly higher than average number of patients under 18 years. The majority of

patients are aged 0-44 with approximately 25% aged 45-90 years old. Additionally the percentage of patients with a long standing health condition is significantly less than both the CCG and national average.

The practice is registered with the Care Quality commission to provide the regulated activities of diagnostic and screening procedures, surgical procedures, treatment of disease disorder or injury and family planning. The practice holds a Personal Medical Service (PMS) contract with NHS England.

The practice team comprises of one female and one GP partner, who collectively work a total of 16 clinical sessions per week, plus an additional session to cover the extended hours on a Tuesday. They are supported by one part time practice nurse who provides five sessions per week, one part time practice manager, one part time medical secretary and five part time reception staff.

The opening hours are 8am to 7pm Monday to Friday. Additionally there is an extended Tuesday evening surgery until 8pm which is for routine booked appointments. The surgery advises on its website that it may close, for training purposes, once a month on a Tuesday or Wednesday afternoon from 12.30pm.

Consultation times in the morning are conducted by two GPs, one from 9.30am to 12.30pm and the other from 10.30am to 1.30pm Monday to Friday. Afternoon consultations are with two GPs from 3.30pm to 5.30pm. a later evening consultation is available on a Tuesday from 7pm to 8pm.

Enfield Island surgery's out of hours services are accessed by calling the practice when it is closed and being automatically transferred to the locally agreed out of hours provider. This service is communicated in a recorded message on the practice telephone system, on the practice website and on the practice notice board.

Detailed findings

The practice provides a full range of general medical services including chronic disease management, minor surgery, nurse/GP triage and NHS health checks. The practice also provides health promotion services including, cervical screening, childhood immunisations, antenatal clinic, contraception, family planning and men's health.

The practice was previously inspected on 20 July 2016 and rated good overall, however the practice was rated as requires improvement for providing a safe service because not all staff had received a Disclosure and Barring Service (DBS) and the practice had a defibrillator but no system in place to ensure that it was checked on a regular basis to see if it was working. The practice was in breach of Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment.

Why we carried out this inspection

We undertook a focussed follow up inspection of Enfield Island Surgery on 20 July 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory

functions. The practice was rated as Good overall but requires improvement for providing Safe services. The full comprehensive report following the inspection on 20 July 2016 can be found by selecting the 'all reports' link for Enfield Island Surgery on our website at www.cqc.org.uk. This inspection was carried out to ensure the practice were now meeting legal requirements.

How we carried out this inspection

During our visit we:

- Spoke with the practice manager.
- Looked at staff training records.
- Looked at practice policies.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on 20 July 2016, we rated the practice as requires improvement for providing safe services. Not all staff had received a Disclosure and Barring Service (DBS) check and the practice had not risk assessed the need for this in providing chaperone services for patients who were potentially vulnerable. The practice had a defibrillator but no system in place to ensure that it was checked on a regular basis to see if it was working.

These arrangements had significantly improved when we undertook a follow up inspection on 26 September 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

At the inspection we were provided with evidence to show that all practice staff had now received a current DBS check, including those staff providing chaperone services at the practice.

Arrangements to deal with emergencies and major incidents

The practice had a defibrillator in place. We saw evidence of a maintenance log to ensure that it was working and fit for purpose. All staff had received training and the use of the defibrillator had been included in the updated practice policy and procedure for dealing with emergencies.