

Lincoln Road Medical Practice

Inspection report

Lincoln Road
Bush Hill Park
Enfield
Middlesex
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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 effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Lincoln Road Medical Practice on 27 November 2019. This was a focussed inspection following our Annual Regulatory Review programme.

The practice was first inspected in July 2016. We rated the practice good for all domains and population groups and good overall.

This inspection focused on the following key questions:

- Effective
- Well-led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Safe
- Caring
- Responsive

At this inspection we based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information collected during the annual regulatory review programme

- 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.

We found that:

- Patients received effective care and treatment that met their needs.
- 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:**

- Continue to look at ways to improve the uptake of the childhood immunisation and cervical screening programmes.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGPChief 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 adviser.

Background to Lincoln Road Medical Practice

Lincoln Road Medical Practice is located in a residential area in North London. The practice is located in a privately-owned two storey building. As well as its own car park, there is parking on the streets in front of the surgery and disabled parking bays to the side of the entrance to the surgery. The nearest bus stop is approximately five minutes walk from the practice.

The practice operates from:

Lincoln Road

Enfield

Middlesex

EN1 1LJ

There are approximately 8200 patients registered at the practice. Statistics show high income deprivation amongst the registered population. The registered population is slightly higher than the national average for those aged between 25-44. Patients registered at the practice come from a variety of ethnic backgrounds including Asian, Western European, Eastern European and Afro Caribbean. Forty Four percent of the practice population are registered with a long term health concern.

Care and treatment is delivered by seven GPs (four male and three female) including three clinical partners, three part time salaried GPs who conduct thirty five clinical sessions weekly. There is one practice nurse (female) and

one female healthcare assistant. The practice also employs an emergency care practitioner and clinical pharmacist. Six administrative staff, a senior administrator and a medical administrator work at the practice and are led by the managing partner. The practice is currently a training practice and hosts one foundation year two trainee doctor.

The practice is open from the following times:

8:00am – 7:00pm (Monday)

8:00am – 6:30pm (Tuesday – Friday)

Clinical sessions are run during the following times:

9:00am – 12:30pm; 2:00pm – 7:00pm (Monday)

9:00am – 12:30pm; 2:00pm – 6:30pm (Tuesday, Wednesday, Thursday, Friday)

An extended hours surgery is conducted on Wednesday and Thursday between 6.30pm and 7pm. Patients can book appointments in person, by telephone or online via the practice website. Patients requiring a GP appointment outside of practice hours are advised to contact the contracted NHS GP out of hours service.

The practice has a Personal Medical Services (PMS) contract. PMS contracts are nationally agreed between the General Medical Council and NHS England.

The practice conducts the following CQC regulated activities:

- Diagnostic and screening procedures;
- Treatment of disease, disorder or injury;
- Maternity and midwifery services;
- Surgical procedures;
- Family planning.

Lincoln Road Medical Practice is also a member of Medicus Health Partners (1 of 14 partner practices). There is a shared governance process which allows patients to see a clinician at any of the member practices. This also enables patients access to a wider range of services than provided at Lincoln Road by attending services provided by partner practices.