



East Finchley GP surgery judged 'inadequate' by health inspectors

The Care Quality Commission (CQC) has published a report on its two-day inspection of Cherry Tree Medical Centre, Southern Road, N2, which took place in early January. Soon after this inspection the NHS informed patients by letter that the centre's practice licence was to be suspended.

This action meant that the practice leader Dr Sergio de Cesare could not work there for a period of six months, during which time clinical and managerial cover is being provided by Wentworth Medical Practice.

Reasons for concern

So what brought about the suspension? In a lengthy report, Cherry Tree Centre was judged to be inadequate in three out of five main areas and to require improvement in two others. These cover whether the services are safe, effective and well led and if they are caring and responsive to people's needs.

Issues included the failure

to carry out infection control audits and Legionella testing, staff recruitment and training deficiencies, lack of language translation provision and concerns about identifying carers and their needs more efficiently.

The CQC ruled that the practice must "introduce effective processes for reporting, recording, acting on and monitoring significant events, incidents and near misses" and carry out other improvements listed in the report. Action must be taken within a set time scale or the practice is at risk of losing its licence altogether. You can read the report in full by searching 'Dr Sergio De

Cesare' at www.cqc.org.uk.

Patients support doctor

Many patients were shocked at Dr Cesare's original suspension and contacted the CQC, the NHS and local councillors, wondering why a doctor for whom they had nothing but praise could have been put in such a position.

Indeed, it should be noted that the CQC report itself states that 93% of patients said they would recommend this GP practice to someone who had just moved into the local area compared to the CCG (NHS Clinical Commissioning Group) average of 82% and the national average of 79%.



Lost the scent: Louise Woollam found her sense of smell had vanished

Life as a perfume writer... with no sense of smell

By John Lawrence

Close your eyes and you can experience being blind. Plug your ears and you can understand what it's like to live with hearing loss. But it's harder for most of us to imagine how we'd cope if our sense of smell deserted us.

For Louise Woollam, it happened for real and it was devastating because she makes her living from writing about the world of scents and fragrances. After suffering a particularly nasty cold, she was at a perfume event and found to her horror that she couldn't smell anything, a condition known as anosmia.

"That was just the start of some very dark days," recalls Louise. "For three months I had no sense of smell. It was disconcerting to say the least. I thought it would clear up but it didn't."

A stinking world

In fact, worse was to come because when Louise's olfactory nerve did start to recover it began sending some very mixed signals to her brain. This plunged her into conditions called phantosmia, where unpleasant smells are imagined, and parosmia, where everything smells disgusting. "I had to live with the constant

smell of rotting meat, or burning, or sewage," says Louise. "Normal things smelt horrendous. A cup of coffee near me could ruin my day. It was very isolating. I couldn't get away from it."

Nose training

Louise, who lives in East Finchley and works as an accountant as well as running the beauty website www.getlippie.com, received little hope or treatment from her ear, nose and throat specialist so she began coaxing her sense of smell back to life herself.

She trained her nose by sniffing a different perfume each day. Soon she was delighted to find she could smell violets, followed by irises and some citrus scents. In the three years since, Louise has created two perfumes with London-based perfume makers 4160 Tuesdays. She has also co-founded a site called smell-training.co.uk to help fellow sufferers and she has raised funds for Fifth Sense, the only charity for smell disorders. Her story was recently featured in the BBC2 series *Incredible Medicine*.

"Life's a lot better than it was," says Louise. "I can still only smell through my left nostril and then only 80% but I am back blogging about fragrances and reviewing scents. In fact I could be the world's first anosmic perfume writer."

Business, the community and you

By Nick Allan

After hearing from Councillor Arjun Mittra in April, N2United members were treated to a talk from Clare Richmond, of Clare Richmond Associates, at the regular 2nd Thursday of the month meeting in the Clissold Arms. Here Clare shared her experience of setting up a similar network for Crouch End in 2007.

The N2United committee will now look at how best its members, made up of High Road shops and independent businesses, can work constructively to support each other and incorporate the ideas shared. As Clare Richmond highlighted: "In time we

may become even more reliant on each other and our local communities".

The meeting also included a very interesting talk by Drazen Coric, of Tax Assist, who encouraged everyone to understand their tax responsibilities and get access to their tax account by registering with HMRC.

More details about the network, the businesses that make up N2United and how the community can get involved can be found at www.n2united.co.uk/community. The date of the next meeting has been changed to the 15 June due to the General Election.

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