

Dr Aamer Khan

Inspection report

Whetley Medical Centre
2 Saplin Street
Bradford
West Yorkshire
BD8 9DW
Tel: 01274256213

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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 inspection of Dr Aamer Khan (The City Medical Practice) on 19 September 2019. This was due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Are services effective and well led?

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

- Are services safe, caring and responsive?

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
- 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 and was delivered in line with current legislation and evidence-based guidance.

- There were clear responsibilities, roles and systems of accountability to support good governance.
- Feedback from patients was positive about the friendliness and helpfulness of all staff at the practice.
- Clinical staff gave patients time to be involved in their care and treatment decisions.
- The practice organised and delivered services to meet patients' needs. Many staff were fluent in a wide range of locally spoken community languages. 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-centred care, with a focus on education and learning.

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

- Continue with efforts to review and improve the uptake of childhood immunisations.
- Continue with efforts to encourage eligible patients to participate in breast and bowel 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 MRCGP

Chief 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 Care Quality Commission (CQC) inspector and included a GP Specialist Advisor and a second CQC inspector.

Background to Dr Aamer Khan

Dr Aamer Khan is the provider of The City Medical Practice, located at Whetley Medical Centre 2 Saplin Street, Bradford, West Yorkshire, BD8 9DW. We visited the location during our inspection.

The provider is registered with the Care Quality Commission (CQC) to provide the following regulated activities: diagnostic and screening procedures; treatment of disease, disorder or injury, and maternity and midwifery services.

Services are provided to a registered patient population of approximately 3,054 through a locally agreed NHS General Medical Services (GMS) contract.

The registered population consists of approximately 70% South Asian ethnicity with the remaining White British, with a small but increasing number of East European registrations. Eight percent of patients are classed as being unemployed; compared to 6% locally and 5% nationally.

At 41% there is a lower than local and national average of patients who have a long-standing health condition; compared to 52% locally and 54% nationally. However, the practice has a slightly higher prevalence of diabetes at 13% of the practice population, compared to 10% locally and 12% nationally.

The National General Practice Profile shows the level of deprivation within the practice demographics being rated as one. (This is based on a scale of one to ten, representing the highest level of deprivation and ten the lowest.) Public Health data shows that the average health status of people in deprived areas tends to be poorer and the use of health care services higher.

The practice clinical team is led by the male GP provider. In addition, there are two further male GPs. The provider will shortly have access to a female GP to improve patient choice. There are three female advanced nurse practitioners, three female practice nurses, a practice pharmacist and two health care assistants. They are supported by a practice manager and a team of administration and reception staff.

Opening times for Dr Aamer Khan are 8am to 6.30pm Monday to Friday; with the exception of Tuesday when they are open until 8pm.

Routine and urgent appointments are available, along with telephone consultations as appropriate. Patients can access evening and weekend routine appointments through local hub arrangements.

During the inspection we saw that the previously awarded ratings were displayed.