

# Drs Shah & Talpur

## Quality Report

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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 service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced focused inspection at Drs Shah & Talpur on 17 October 2017.

Overall the practice is now rated as Good.

The practice had previously been inspected on 12 April 2017. Following this follow-up comprehensive inspection the overall rating for the practice was good with requires improvement for safe services. A breach of legal requirements was found and a requirement notice was served. The practice provided us with an action plan detailing how they were going to make the required improvements in relation to:

Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) 2014: Fit and proper persons employed.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Drs Shah & Talpur on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Our key findings were as follows:

- Appropriate staff recruitment checks had been carried out.

- The provider had reviewed and assessed the risks of not carrying emergency medicines in GP bags for use during home visits.
- A business plan had been developed to reflect the vision and values for the team to work towards.
- Action taken to address any improvements as a result of infection control audits had been documented.

We also saw the following best practice recommendations we previously made in relation to providing well-led and responsive services had been actioned:

- A clear and documented strategy and supporting business plan to reflect the vision and values for the team to work towards had been developed.
- An analysis of complaints to identify any common trends had been undertaken to improve the quality of care provided and the outcome shared with staff during a meeting held.

**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 safe services.

- Appropriate staff recruitment checks had been carried out.
- Action taken to address any improvements as a result of infection control audits had been recorded.
- The provider had reviewed and assessed the risks of not carrying emergency medicines in GP bags for use during home visits.

**Good**



# Drs Shah & Talpur

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Drs Shah & Talpur

Drs Shah & Talpur is located in Hanford Health Centre, Stoke On Trent and is registered with the CQC as a partnership provider. The practice delivers commissioned services under the

General Medical Services (GMS) contract with NHS England and is a member of the NHS Stoke On Trent Clinical Commissioning Group (CCG).

The practice is located in a single storey building with on-site car parking available. The building is owned by Stoke on Trent Partnership NHS Trust (SSTOP) and accommodates a range of health care professionals.

The practice staffing comprises of:

- Three male GP partners
- One male and one female salaried GPs
- One female GP registrar
- Two practice nurses
- Two health care support workers
- A practice manager
- An office supervisor and a team of reception staff and administrators

The practice is an accredited training practice for GP trainees and medical students.

The practice serves a population of 7,172 patients. An increase of 30 patients since the last inspection. The practice demographic is broadly comparable to CCG and England averages, with the exception of female and males aged 50-64 years, which is higher but lower for patients aged 15-24 years and 35-49 years. The practice percentage of unemployed patients is 1% compared to the local average of 7% and the national average of 4%. The percentage of patients with a long-standing health condition is 52%, which is lower than the local average of 57% and the national average of 53%.

The practice is open from 8.00am to 6.30pm Monday to Friday and 8am to 1.30pm on a Thursday. The practice no longer provides extended hours. Routine appointments can be booked in person, by telephone or on-line. Home visits are available to patients with complex needs or who are unable to attend the surgery.

- Consultation times with GPs are available from 8.30am to 11.40am and from 3pm to 5.30pm Monday to Friday.
- Consultation times with nurses are currently available four days per week. On a Monday from 8.30am to 1pm and from 3pm to 6.00pm. Tuesday from 8.30am to 12.30pm and from 1pm to 5.00pm. Wednesday from 9am to 12.00pm and from 1pm to 5.30pm and on a Friday from 9am to 12.30pm and from 1pm to 6.00pm.

The out-of-hours service provider is Staffordshire Doctors Urgent Care Limited. Patients may also call 111 or 999 for life threatening emergencies. The practice is less than two miles away from the nearest hospital; the University Hospital of North Midlands.

# Detailed findings

## Why we carried out this inspection

We undertook a comprehensive inspection of Drs Shah & Talpur on 12 April 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good with requires improvement for safe services. The full comprehensive report following the inspection on 12 April 2017 can be found by selecting the 'all reports' link for Drs Shah & Talpur on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of Drs Shah & Talpur on 17 October 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

## How we carried out this inspection

Before visiting the practice, we reviewed a range of information we hold about the practice and asked other organisations and key stakeholders such as NHS England and Stoke on Trent Clinical Commissioning Group (CCG) to share what they knew about the practice.

We carried out an announced visit on 17 October 2017. During our visit we:

- Spoke with the practice manager.
- Reviewed protocols and looked at information the practice used to deliver care and treatment.

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 12 April 2017, we rated the practice as requires improvement for providing safe services and issued a requirement notice. This was because we found:

- Not all of the appropriate recruitment checks had been undertaken prior to employment of new staff.

We also issued good practice recommendations in this area because the provider needed to:

- Develop a policy and assess the risks of not carrying medicines for use in acute situations on home visits and mitigate the risks to patients.
- Document action taken to address any improvements identified as a result of infection control audits.

These arrangements had improved when we undertook a follow up inspection on 17 October 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

- At our previous inspection we found that not all of the appropriate recruitment checks had been undertaken prior to employment of new staff. During this follow up focused inspection we reviewed the personnel files for two new members of staff employed since the last inspection in April 2017. We found that appropriate recruitment checks had been undertaken prior to employment. For example, proof of identification, registration with the appropriate professional body where applicable, evidence of satisfactory conduct in previous employments in the form of references, information about physical or mental conditions that

related to staff ability to perform and the appropriate checks through the Disclosure and Barring Service (DBS) check. DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.

- At our previous inspection we saw an infection control audit had been undertaken in February 2017 but action taken to address any improvements had not been recorded. During this follow up focused inspection we saw an action plan had been completed in July 2017 to address the shortfalls identified in the audit and had been kept under review. Cleaning staff continued to be directly employed by Stoke on Trent Partnership NHS Trust (SSTOP), who owned the building. The practice manager told us they regularly carried out spot checks on the cleanliness of the practice and currently had no concerns but would raise any concerns directly with the cleaning staff and SSTOP.

### Arrangements to deal with emergencies and major incidents

- At our previous inspection we identified that not all GPs carried emergency medicines on home visits and a policy or risk assessment had not been carried out. During this follow up focused inspection we saw a clinical meeting had been held and the provider had reviewed and assessed the risks of not routinely carrying emergency medicines in GP bags for use during home visits. GPs triaged their own requests for home visits to assess the appropriate cause of action to take. The risk assessment identified the locality of the nearest ambulance hub and the response time.