

# Dr Rina Miah

## Inspection report

The Haven Surgery  
The Haven, Burnhope  
Durham  
County Durham  
DH7 0BD  
Tel: 01207214707  
[www.thehavensurgery.co.uk](http://www.thehavensurgery.co.uk)

Date of inspection visit: 28 August 2020  
Date of publication: 24/09/2020

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 safe?

Good



# Overall summary

We carried out an announced comprehensive inspection at Dr Rina Miah (also known as The Haven Surgery) on 22 March 2019. The overall rating for the practice was good, but it was rated as requires improvement for the safe domain.

The full comprehensive report on the March 2019 inspection can be found by selecting the 'all reports' link for Dr Rina Miah on CQC's website.

Because of the current Covid19 pandemic situation a site visit was not undertaken, however the provider submitted to CQC evidence that gave assurances that action had been taken in relation to the identified shortfalls from the previous inspection.

This inspection was a desk-based review carried out on 28 August 2020 to confirm that the practice had addressed the issues found following the last inspection.

The practice remains rated as Good overall and has improved its rating of requires improvement for the Safe domain to Good.

Our key findings were as follows:

- The practice had reviewed and improved arrangements for ensuring that staff had received the relevant vaccinations.
- The practice had undertaken remedial work following the recent fire risk assessment.
- The practice had reviewed and improved arrangements for ensuring the premises were secure at all times.
- The practice had implemented a system to enable the monitoring of the distribution of blank prescriptions throughout the practice.
- The practice now had the appropriate clinical waste disposal bins in place.
- The practice had taken steps to improve access to the premises and now had facilities for patients who needed assistance to summon support, whilst awaiting the introduction of electronic opening doors.
- The practice had taken steps to ensure all staff who perform cervical screening checks have received appropriate training.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCG

## Our inspection team

This inspection was carried out by a CQC Inspector,

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## Background to Dr Rina Miah

Dr Rina Miah provides care and treatment to around 1,600 patients from The Haven Surgery in Burnhope, County Durham. The practice is part of North Durham clinical commissioning group (CCG) and operates on a Personal Medical Services (PMS) contract agreement for general practice.

The practice provides services from the following address, which we visited as part of this inspection:

- The Haven Surgery, The Haven, Burnhope, County Durham, DH7 0BD.

The surgery is located in a purpose-built two-storey building. All patient facilities are on the ground floor. There is a car park and an accessible WC.

The practice offers dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy. Patients can book appointments in person, on-line or by telephone. The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and County Durham and Darlington NHS Foundation Trust.

The practice has:

- One GP partner (female),
- One salaried GP (female),
- One practice nurse (female),
- One nursing assistant,
- A practice manager, and three staff who carry out reception, administrative and dispensing duties.

The age profile of the practice population is broadly in line with the local averages; however, the proportion of patients over the age of 65 is above the national average (22% compared to the national average of 17%).

Information taken from Public Health England placed the area in which the practice is located in the fourth more deprived decile. In general, people living in more deprived areas tend to have greater need for health services.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
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This section is primarily information for the provider

## Enforcement actions

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
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