

# Dr Mirza and Partners

## Inspection report

The Pikes Lane Centre  
Deane Road  
Bolton  
BL3 5HP  
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[www.drcounsellandpartners.co.uk](http://www.drcounsellandpartners.co.uk)

Date of inspection visit: 7 June 2022  
Date of publication: 24/06/2022

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 

Are services effective?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced inspection at Dr Mirza and Partners on 7 June 2022. Overall, the practice is rated as Good.

The ratings for each key question are

Safe - Good

Effective - Good

Caring – Good (rating awarded at last inspection January 2017)

Responsive – Good (rating awarded at last inspection January 2017)

Well-led - Good

The provider was last inspected January 2017 and was rated Good overall and in all of the key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Mirza and Partners on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We undertook this inspection as part of a random selection of services rated good and outstanding to test the reliability of our new monitoring approach. This included focusing on the key questions safe, effective and well led. Caring and responsive were not inspected.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

## Our findings

We based our judgement of the quality of care at this service on a combination of:

# Overall summary

- what we found when we inspected
- 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**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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-centre care.

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

- Involve all staff members in meetings when discussing SEAs and learning outcomes and when developing practice services and the vision and values.
- Ensure all staff have completed all required training and training undertaken outside of the practice is recorded.
- Ensure all staff vaccination status is obtained on recruitment and for those staff already employed.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Dr Mirza and Partners

The practice of Dr Mirza and Partners is located in Bolton, Greater Manchester at:

The Pikes Lane Centre

Deane Road

Bolton

BL3 5HP

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Bolton Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 7610. This is part of a contract held with NHS England.

The practice is part of a wider group of GP practices called Rumworth Primary Care Network (PCN). PCNs work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local area.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others. Patients living in deprived areas are more likely to have complex health needs.

According to the latest available data, the ethnic make-up of the practice area is 59.2% White, 33% Asian, 3.8% Black, 2.4% Mixed and 1.6% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are slightly more male patients registered at the practice compared to females.

There is a team of four GPs partners who work at the practice (three male and one female). There is one additional salaried GP who is male. There are four practice nurses, one health care assistant and one pharmacist who sees patients and is able to prescribe. The clinical team is supported by a practice manager, a deputy practice manager and a team of reception and administration staff.

The practice is a teaching practice teaching medical students in their 5th year of training.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations, video consultations and advance pre-bookable appointments.

Extended access is provided locally by Bolton Extended Primary Care Service, where late evening and weekend appointments are available. Out of hours services are provided by Bolton GP Out of Hours Service.