

Dr Dawoud's Surgery

Inspection report

652 Preston Road
Clayton-Le-Woods
Chorley
PR6 7EH
Tel: 01772323021
www.drdawoudssurgery.co.uk

Date of inspection visit: 28 June 2022
Date of publication: 03/08/2022

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 caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Dr Dawoud's Surgery on 28 June 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 7 April 2017, the practice was rated Good overall and for all key questions. However, this was a previous registration and the service inherited the rating when it changed hands.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Dawoud's Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection to provide a rating of the service which was registered on 11 September 2020.

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 using video conferencing and face to face
- Requesting written feedback from staff and patients
- 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 site visit

Our findings

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

- what we found when we inspected

Overall summary

- 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 was good in all key questions.

- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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.

We saw an area of outstanding practice;

The culture within the practice was excellent, the GP and practice manager were focused on the well-being, support and development of the workforce. They invested time, effort and care into ensuring staff were happy, in turn they were rewarded with a loyal, dedicated and caring workforce, which served to benefit the patients they cared for.

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 with a supporting inspector who spoke with staff using video conferencing facilities and 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 Dawoud's Surgery

Dr Dawoud's Surgery is located in Chorley at:

652 Preston Road

Clayton-Le-Woods

Chorley

PR6 7EH

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.

The practice is situated within the NHS Lancashire and South Cumbria Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 2955. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called the Chorley Together Primary Care Network (PCN) with six other local practices.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth decile (five of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 97% White, 1% Asian and 2% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are the similar numbers of patients aged 18 years and under (19%) as the national average and similar numbers of patients aged 65 years and over (20%) reflects the national average. There are more male patients registered at the practice compared to females.

There is a team of 2 GPs who provide cover at the practice. The practice has a team of one registered nurse and one nurse associate who provide nurse led clinics for reviews of long-term conditions. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager provide managerial oversight.

The practice is open between 08.00am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended and increased access is provided every Monday and Wednesday, and the second Friday of each month, where late evening appointments are available from 6.30pm to 8.00pm and weekend appointments are available every last Saturday of each month between 8.30am and 12.00pm. Out of hours services are accessed by contacting NHS 111 and through an arrangement with an out of hours provider.