

Dr Mohammad Khan

Quality Report

152a Manchester Road East
Little Hulton
Manchester
Greater Manchester
M38 9LQ
Tel: 0161 7993233
Website: www.mremedicalpractice.co.uk

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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.

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Overall summary

Letter from the Chief Inspector of General Practice

Letter from the Chief Inspector of General Practice

On 3 November 2016 we carried out a full comprehensive inspection of Dr Mohammad Khan (Manchester Road East medical practice). This resulted in two Warning Notices being issued against the provider on 11 January 2016. The Notices advised the provider that the practice was failing to meet the required standards relating to

Regulation 12 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014, Safe care and treatment, and Regulation 17 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014, Good governance.

Summary of findings

On 19 June 2017 we undertook a focused inspection to check that the practice had met the requirements of the Warning Notices. At this inspection we found that the practice had satisfied the requirements of the Notice. Specifically we found that:

- The practice now had a system in place to receive and disseminate patient safety and medicine alerts.
- Training for all staff was monitored and the practice ensured all staff had received appropriate training and supervision.
- There was a system in place to ensure the monitoring and secure storage of blank prescriptions. Medical records were also stored securely.

- Clinical staff were now aware of relevant clinical guidelines and were being discussed at team meetings.
- Patient Group Directives were correctly in place and signed by the relevant people.

The rating awarded to the practice following our full comprehensive inspection on 2 November 2016 remains unchanged. The practice will be re-inspected in relation to their rating in the future.

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?

We did not inspect the safe domain in full at this inspection. We inspected only those aspects mentioned in the Warning Notice issued on 11 January 2017. We found that all the required improvements had been made. The rating awarded to the practice following our full comprehensive inspection on 2 November 2016 remains unchanged. The practice will be re-inspected in relation to their rating in the future.

Are services effective?

We did not inspect the effective domain in full at this inspection. We inspected only those aspects mentioned in the Warning Notice issued on 11 January 2017. We found that all the required improvements had been made. The rating awarded to the practice following our full comprehensive inspection on 2 November 2016 remains unchanged. The practice will be re-inspected in relation to their rating in the future.

Are services caring?

We did not inspect the caring domain in full at this inspection. We inspected only those aspects mentioned in the Warning Notice issued on 11 January 2017. We found that all the required improvements had been made. The rating awarded to the practice following our full comprehensive inspection on 2 November 2016 remains unchanged. The practice will be re-inspected in relation to their rating in the future.

Are services responsive to people's needs?

We did not inspect the responsive domain in full at this inspection. We inspected only those aspects mentioned in the Warning Notice issued on 11 January 2017. We found that all the required improvements had been made. The rating awarded to the practice following our full comprehensive inspection on 2 November 2016 remains unchanged. The practice will be re-inspected in relation to their rating in the future.

Are services well-led?

We did not inspect the well-led domain in full at this inspection. We inspected only those aspects mentioned in the Warning Notice issued on 11 January 2017. We found that all the required improvements had been made. The rating awarded to the practice following our full comprehensive inspection on 2 November 2016 remains unchanged. The practice will be re-inspected in relation to their rating in the future.

Dr Mohammad Khan

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC lead inspector and also included an additional 2nd CQC inspector.

Background to Dr Mohammad Khan

The Dr Mohammad Khan practice is also known as Manchester Road East Medical Centre is located in the Little Hulton area Salford. The address of the practice is 152a Manchester Road East, Little Hulton, Manchester, M38 9LQ. The practice has good parking facilities and has good public transport links with bus stops nearby.

The practice is a single handed GP practice with one male GP, and the practice employs a female GP for one session a week, a practice nurse (female), and a team of administration staff.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are from 9am to 11.10am in the morning and 3pm to 5.20pm in the evening. Extended hours were offered from 7.30am on a Monday and Thursday. In addition to pre-bookable appointments that can be booked up to six weeks in advance, urgent appointments are also available for people that needed them.

Outside of opening hours, patients are directed to the NHS 111 out of hour's service.

The practice is in a deprived area of Salford (scores one on the multiple deprivation decile) and has approximately 2000 patients and operates under a personal medical services (PMS) contract. It is part of NHS Salford Clinical Commissioning Group. The age group of the patients at the practice is similar to that of the national average but with a slightly higher than average amount of younger people. The life expectancy of patients at the practice is slightly lower than the England average. The practice population are mostly white British and under the age of 45.

Why we carried out this inspection

This was a follow up focused inspection of the service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We inspected to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and to check if the practice had met the specifications of the Warning Notice issued on 11 January 2017.

How we carried out this inspection

Before our inspection we reviewed information we held about the practice. We carried out an announced focused inspection on 19 June 2017 to check only the issues identified in the Warning Notices that were issued on 11 January 2017. During our inspection we spoke with a GP, the practice manager, and one reception staff. We reviewed documents held at the practice.

Are services safe?

Our findings

We did not inspect the safe domain in full at this inspection. We inspected only those aspects mentioned in the Warning Notice issued on 11 January 2017.

The practice now had a system in place to ensure patient safety and medicine alerts were received and disseminated to staff. We saw evidence that all alerts were discussed in practice meetings.

The practice kept a log of blank prescription forms and they were securely stored overnight. Medical records were kept locked away at all times and the practice ensured that access to computers was kept secure by ensuring passwords were not written down.

Patient Group Directives (PGD) were now up to date and signed by the correct members of staff to allow the nurse to administer certain medicines.

Are services effective?

(for example, treatment is effective)

Our findings

We did not inspect the effective domain in full at this inspection. We inspected only those aspects mentioned in the Warning Notice issued on 11 January 2017.

The practice had demonstrated quality improvement by carrying out clinical audits. We were shown several clinical

two cycle audits where improvements had been made. For example, we saw an audit relating to patients being prescribed NSAID which led to gastro protection treatment being initiated.

The practice was having regular meetings relating to Quality Outcome Framework (QOF) data and we saw minutes of meetings where QOF was discussed. The practice also had a new recall system in place to ensure patients were contacted and followed up.

Are services caring?

Our findings

We did not inspect the caring domain in full at this inspection. We inspected only those aspects mentioned in the Warning Notice issued on 11 January 2017.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

We did not inspect the responsive domain in full at this inspection. We inspected only those aspects mentioned in the Warning Notice issued on 11 January 2017.

The practice had updated their complaints policy and all verbal complaints were now documented. We saw

evidence of the only verbal complaint received since the previous inspection. The correct actions were taken so that the patient received an apology and measures were put in place to prevent the incident happening again. We also saw minutes of practice meetings where complaints were discussed.

Are services well-led?

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

We did not inspect the well-led domain in full at this inspection. We inspected only those aspects mentioned in the Warning Notice issued on 11 January 2017.

The governance arrangements within the practice had improved significantly since the last inspection. A practice manager had been appointed and staff were aware of their own responsibilities. Clear processes had been put in place and the practice was clearly working towards making the required improvements.