

# Dr Hany Azmy

## Inspection report

The Surgery  
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Date of inspection visit: 2 July 2018  
Date of publication: 26/07/2018

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 on Dr Hany Azmy 20 December 2017. The overall rating for the practice was good, although the practice was rated as requires improvement for safety. The full comprehensive report on the 20 December 2017 inspection can be found by selecting the 'all reports' link for Dr Hany Azmy on our website at .

This focussed inspection was carried out on 2 July 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach identified in the requirement notice.

The practice is now rated as good for safe services, and overall the practice is rated as good.

Our key findings were as follows:

- The practice had taken action to address the concerns raised at the CQC inspection in December 2017. It had put measures in place to ensure it was compliant with regulations.
- Staff training had been completed in key areas including Health and Safety, records of training were maintained to give management overview.
- Infection control audits had been completed.
- Control of substances hazardous to health (COSHH) data sheets were available.
- Emergency medicines, previously not held by the practice had been added to the existing supply.

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

This inspection was led by a CQC lead inspector.

## Background to Dr Hany Azmy

Dr Hany Azmy GP practice is also known as The Surgery and is located at 30 Brinnington Rd, Stockport SK1 2EX. The GP service is provided from a converted residential building owned by the GP. It is part of the NHS Stockport Clinical Commissioning Group (CCG.) Services are provided under a general medical service (GMS) contract with NHS England. The practice is situated on a residential road with limited on street parking. The practice confirmed there are 1768 registered patients. The practice building is an older building and there is one step on entering the premises, which could be restrictive for people with mobility problems. Automatic door openers are not available. More information about the practice is available on their website address: .

Information published by Public Health England rates the level of deprivation within the practice population group as three on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice population includes a slightly lower number (47%) of patients with a long-standing health condition, and a higher number of patients in paid work of full time education (66%), in comparison with the CCG averages of 54% and 62% respectively. The practice is a single

handed GP practice without a practice nurse. The GP sees all patients and carries out the required investigations. The GP is supported by a small team of reception / administrative staff.

The practice telephone lines open from 8.30 am to 6.30pm on Mondays, Tuesdays, Thursdays and Fridays. On Wednesdays, the surgery closes at midday. There is a reciprocal arrangement in place with the GP surgery next door to provide appointments to patients as required on Wednesday afternoons. The GP offers daily open surgeries between 9am and 10am and 5pm and 6.30pm except Friday when the practice closes at 6pm. Pre-bookable appointments are available on Tuesday and Thursday mornings between 10.30am and 11.30am and in the evening between 6.30pm and 7pm. In addition, pre-bookable appointments are also available on the first Saturday of every month. The practice provides online access that allows patients to order prescriptions. When the practice is closed patients are asked to contact NHS 111 for Out of Hours GP care. The practice provides the following regulated activities: treatment of disease, disorder or injury, diagnostic and screening procedures, family planning and maternity and midwifery services.

## Are services safe?

### **We rated the practice as good for providing safe services.**

At our previous inspection on 20 December 2017, we rated the practice as requires improvement for providing safe services as the arrangements in respect of risk management, including infection control, staff training, emergency medicines availability and control of substances hazardous to health (COSHH) data sheets needed to be improved. These arrangements had significantly improved when we undertook a follow up inspection on 2 July 2018. The practice is now rated as good for providing safe services.

### **Overview of safety systems and processes**

- The inspection in December 2017 identified that key staff training had not taken place, for example health and safety training. When we returned and inspected the practice in July 2018, we noted that key training had been undertaken and the provider had a comprehensive training regime in place for staff.
- At the inspection in December 2017, there had been no regular infection control audit. The last audit in 2015 had identified issues that had not been addressed. The inspection in July 2018 identified that a recent audit by the local authority health protection team had taken place and the provider had scored 100%.
- The inspection in December 2017 identified that control of substances hazardous to health (COSHH) data sheets were not available. During the inspection in July 2018 we were shown comprehensive data sheets providing information on a variety of substances used at the practice and how they should be handled.
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- At the inspection conducted in December 2017 we identified that some emergency medicines were not present in the practice, for example atropine. At the inspection conducted on 2 July 2018 we note that this and other key emergency medicines were all present.