

# Amaanah Medical Practice

## Inspection report

Cradock Road  
Saltley  
Birmingham  
West Midlands  
B8 1RZ

Tel: 0121 322 8820

<http://www.amaanahmedicalpractice.com/index.aspx>

Date of inspection visit: 24 January 2019

Date of publication: 08/03/2019

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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Amaanah Medical Practice on 24 January 2019 as part of our inspection programme.

At the last inspection in May 2015 we rated the practice as good for providing safe, effective, caring, responsive and well-led services.

At this inspection, we found that the providers had satisfactorily moved in line with changes within the healthcare economy and had shaped the practice to sustain delivery of high quality services.

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

- 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. People with long-term conditions population group was rated outstanding as the outstanding features in responsive benefited this population group. Working age people (including those recently retired and students) population groups was rated as requires improvement because the issues identified in effective impacted on this population group.**

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. Clinical audits demonstrated quality improvements.
- There was areas where the practice 2017/18 Quality Outcomes Framework (QOF) performance was below local and national averages as well as areas of high exception reporting. The providers demonstrated awareness of this and the practice were taking actions to improve clinical areas where performance was below local and national averages. Unpublished data provided during our inspection, showed actions were having a positive impact on patient outcomes.
- Following our inspection, the practice provided additional unpublished data from the 2018/19 QOF year which demonstrated actions carried out enabled further improvements in patients care and treatment.

- Staff dealt with patients with kindness, respect and involved them in decisions about their care. There was an action plan in place and the practice was taking steps to further improve patient satisfaction.
- There was a strong person-centred culture. Patients as well as members of the patient participation group we spoke with confirmed this.
- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care with innovative approaches to providing integrated person-centred care.
- The practice had identified areas where there were gaps in service provision locally and had taken steps to address them.
- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care. This was supported by strong and effective governance arrangements.

We saw several areas of outstanding features including:

- The practice actively encouraged patients to engage in health and prevention services run by local voluntary, community or social enterprise organisations. For example, 44 patients who attended the practice for their health review were signposted to Parkrun UK (a series of three mile runs held on Saturday mornings in areas of open space around the UK) and 18% had taken part in up to five runs. Some patients who attended the runs also went onto accessing other services which delivered movement based programmes aimed at teaching people with disabilities the full range of skills required to promote an active lifestyle.
- The clinical management team attended local Mosques to deliver talks to the community regarding diabetes and healthy lifestyles. The talks were part of healthy Ramadan held by the British Islamic Medical Association in May 2018.

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

- Continue improving the identification of carers to enable this group of patients to access the care and support they need.
- Continue carrying out actions to improve the uptake of national screening programmes as well as childhood immunisations.

# Overall summary

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

**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>Outstanding</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Requires improvement</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

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor.

## Background to Amaanah Medical Practice

Amaanah Medical Practice is located at Saltley Health Centre, Cradock Road, Saltley, Birmingham, B8 1RZ.

Dr Nadeem Khalid, Dr Jawaid Iqbal, Dr Mohammed Waheed and Dr Wahid Khan are the registered providers of Amaanah Medical Practice. The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

Amaanah Medical Practice is situated within Birmingham and Solihull Clinical Commissioning Group (CCG) and provides services to 4,500 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and CCGs for delivering services to the local community.

When the practice is closed, out of hours cover for emergencies is provided by NHS 111. The practice is part of any network of nine GP practices called Central Medical Alliance. The practice is also part of Washwood Heath Hub. The Hub provided extended access in the local area to 30,000 patients.

The practice has four male GP partners, three long-term locum GPs (one female and two male). The clinical team

also includes one practice nurse and one health care assistants. The non-clinical team consists of a practice manager and a team of secretaries, receptionists and administrators.

Amaanah Medical Practice is in one of the more deprived areas of Birmingham. The practice catchment area is classed as being within one of the least deprived areas in England. The practice scored one on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services. National General Practice Profile describes the practice ethnicity as being 20% white British, 64% Asian, 10% black, and 3% mixed and 2% other non-white ethnicities. The practice demographics show a slightly higher than average percentage of people in the five to 18 year age group and a below average percentage of people 65+ year age group. Average life expectancy is 80 years for men and 82 years for women compared to the national average of 79 and 83 years respectively. The general practice profile shows that 37% of patients registered at the practice have a long-standing health condition, compared to 50% locally and 52% nationally.