

# Dr B Sahota & Dr K Cassam

## Inspection report

Kingstanding Circle Surgery  
26 Rough Road, Kingstanding  
Birmingham  
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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.

## Ratings

### Overall rating for this location

Requires improvement



Are services safe?

**Requires improvement**



Are services effective?

**Requires improvement**



Are services caring?

**Good**



Are services responsive?

**Good**



Are services well-led?

**Good**



# Overall summary

We carried out an announced comprehensive inspection at Dr B Sahota & Dr K Cassam (also known as Kingstanding Circle Surgery) on 4 February 2019 as part of our inspection programme.

We last inspected Dr B Sahota & Dr K Cassam in July 2015 we rated the practice as good for providing safe, effective, caring, responsive and well-led services.

We based our judgement of the quality of care at this service 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 requires improvement overall due to concerns in providing safe and effective services. People with long-term conditions and people experiencing poor mental health (including people with dementia) population groups were rated as requires improvement because the issues identified in effective impacted on these population groups. However, all other population groups was rated as good.**

We rated the practice as **requires improvement** for providing safe and effective services because:

- There was process for monitoring patients' health in relation to the use of medicines including high risk medicines; however, process were not always carried out effectively.
- A sample of care records we viewed indicated that appropriate monitoring of patients prescribed high-risk medicines was not always carried out in line with the practice processes. Clinicians were not always able to demonstrate that they had accessed all information necessary to provide assurances that medicines remained safe for patients to receive prior to issuing a repeat prescription.
- Following our inspection, the practice provided additional evidence demonstrating they had taken actions to ensure staff were following processes for appropriate monitoring of patients' health in relation to the use of medicines.

- Patients received care and treatment that generally met their needs. However, the practice could not demonstrate that it had participated fully in care planning for patients.
- The 2017/18 Quality Outcomes Framework (QOF) achievements for the practice showed variation in how the practice was performing compared to local and national averages. The practice was aware of areas which was lower than local and national averages and were taking action. These areas included exception reporting and care management for patients diagnosed with mental health related illness.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

We rated the practice as **good** for providing caring, responsive and well-led services because:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care. The 2018 national GP survey results as well as completed CQC comment cards was aligned with these views.
- The practice organised and delivered services to meet patients' needs. 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 in most areas. However, there were areas of the governance arrangements which impacted on the delivery of safe and effective services.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.

Whilst we found breaches of regulations, the provider **should**:

- Review arrangements between the practice and other health and social care professionals to ensure clinical care is appropriately communicated.

**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

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second GP specialist advisor who was shadowing the team.

## Background to Dr B Sahota & Dr K Cassam

Dr B Sahota & Dr K Cassam (also known as Kingstanding Circle Surgery) is located at 26 Rough Road, Kingstanding, Birmingham, B44 0UY. The surgery has good transport links and there is a pharmacy located nearby.

Dr B Sahota & Dr K Cassam registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Kingstanding Circle Surgery is situated within Birmingham and Solihull Clinical Commissioning Group (CCG) and provides services to 5,146 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.

The provider is two GP partnership who registered with the CQC in February 2017. *The practice has two male GP partners, a nurse practitioner, two practice nurses, two health care assistants and a pharmacist. The non-clinical team consists of a practice manager and a team of receptionists and secretaries.*

The practice is open between 8am and 6.30pm Mondays, between 7.15am and 6.30pm Tuesdays and Wednesdays, between 7.30am and 6.30pm Thursdays and Fridays. When the practice is closed, out of hours cover for

emergencies is provided by Birmingham and District General Practitioner Emergency Room group (Badger). The practice is part of a local federation network which enables patients to access a local Hub for extended access.

Kingstanding Circle Surgery 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 85% white British, 6% Asian, 6% black, 4% mixed and 0.4% other non-white ethnicities. The practice demographics show the average percentage of people in the four to 85+ year age group were comparable to local and national percentage. Average life expectancy is 77 years for men and 83 years for women compared to the national average of 79 and 83 years respectively. The general practice profile shows that 69% of patients registered at the practice have a long-standing health condition, compared to 50% locally and 52% nationally.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The provider had failed to ensure the proper and safe management of medicines. For example,</p> <p>The provider did not provide assurance that medicine reviews were completed and reviewed regularly in line with nationally recognised guidelines.</p> <p>The provider did not provide assurance that when care was shared between other providers appropriate arrangements were established to share relevant information promptly to plan and deliver care in partnership.</p> <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>