

Dr STK Jafri and Partners

Inspection report


Freshney Green Primary Care Centre
Sorrel Road
Grimsby
DN34 4GB
Tel: 01472372100
www.woodfordmedicalcentre.nhs.uk

Date of inspection visit: 18 November 2022
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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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services responsive to people's needs?

Inspected but not rated 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Dr STK Jafri and Partners on 10 and 18 November 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 17 December 2015, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr STK Jafri and Partners on our website at www.cqc.org.uk

Why we carried out this inspection

The location was inspected in line with our current priorities.

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
- 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 short site visit
- Staff feedback forms

Our findings

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.

Overall summary

We have rated this practice as Good overall

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 searches and medical records we reviewed showed good management and monitoring of high-risk medicines and patients with long-term conditions.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The management team demonstrated an open and transparent leadership style.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Embed practice policies and procedures for safe recruitment practice and monitor compliance.
- Continue to monitor and regularly review the validity of Patient Group Directions.
- Provide a more consistent approach to medicine reviews.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Dr STK Jafri and Partners

Dr STK Jafri and Partners is in Grimsby at:

Freshney Green Primary Care Centre

Sorrel Road

Grimsby

DN34 4GB

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the NHS Humber and North Yorkshire Integrated Care System (ICS) and delivers Personal Medical Services (PMS) to a patient population of approximately 9,760. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices. The group of four practices is known as Freshney Pelham Primary Care Network (PCN) and work together to provide access to additional services such as a district nursing team, paramedic, dietician, mental health counsellors, health and wellbeing coordinators and a first contact physiotherapist.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (4 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 1.4% Asian, 97.4% White, 0.3% Black, 0.8% Mixed, and 0.3% Other.

The age distribution of the practice population closely mirrors the local and national averages for older people, younger people and working age people.

There are four GP partners and one salaried GP. There are four practice nurses, a nursing associate and three health care assistants. The practice manager, operational manager, human resources manager, building manager and a team of reception and administrative staff undertake the day to day management and running of the practice.

The practice is open between 8am to 6.30pm on Monday, Tuesday, Wednesday, Thursday and Fridays. Extended access is provided between 6.30pm to 8pm on Tuesdays and between 6.30pm to 8pm one in four Fridays and one in four Saturdays between 9am and 5pm.

Out of hours services are accessed via the NHS 111 service.