

Dr Anjum Zaidi and Partners

Inspection report

36 Northwick Park Road
Harrow
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Date of inspection visit: 18 July 2023
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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



Overall summary

We carried out an announced focused inspection at Dr Anjum Zaidi and Partners (also known as The Northwick Surgery) on 18 July 2023. Overall, the practice is rated as Good.

Safe - Good

Effective - not inspected, rating of good carried forward from previous inspection.

Caring - not inspected, rating of good carried forward from previous inspection.

Responsive - not inspected, rating of good carried forward from previous inspection.

Well-led - not inspected, rating of good carried forward from previous inspection.

Following our previous inspection on 26 August 2021, the practice was rated good overall and for the effective, caring, responsive and well-led key questions but requires improvement for providing safe services.

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

Why we carried out this inspection

We carried out this focused inspection to follow up on:

- The safe key question.
- A breach of Regulation 12 (Safe care and treatment).
- Any other issues identified at the last inspection.

How we carried out the inspection

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.

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.

We found that:

Overall summary

- Since our last inspection, the provider had improved the systems and processes to keep people safe. In particular, in relation to the monitoring and prescribing of high risk medicines and the systems for acting on safety alerts.
- 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.
- The provider continued to monitor uptake rates for childhood immunisations and cervical screening.

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

- Formally review the prescribing competence for the advanced nurse practitioner.
- Implement a system to manage patients who do not respond to requests for monitoring.
- Continue to improve the systems and processes to increase childhood immunisations and cervical screening uptake.

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 Health Care

Our inspection team

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

Background to Dr Anjum Zaidi and Partners

Dr Anjum Zaidi and Partners, also known as The Northwick Surgery, is located in Harrow at:

36 Northwick Park Road

Harrow

Middlesex

HA1 2NU

The provider is registered with CQC to deliver the Regulated Activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Surgical procedures; and Treatment of disease, disorder or injury.

The practice is situated within the borough of Harrow and is part of the North West London Integrated Care System (ICS). The practice delivers General Medical Services (GMS) to a patient population of about 11,200. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as Sphere Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh decile (seven 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 42% Asian, 41% White, 9% Black, 5% Mixed and 3% Other.

The practice is led by four GP partners (two females, two male). Other clinical staff include a salaried GP (male), advanced nurse practitioner (female), enhanced practice nurse (male), two practice nurses (female), two health care assistants/phlebotomists (female) and three clinical pharmacists (female). Non-clinical staff include a practice manager, assistant practice manager and a team of administrators / receptionists.

The practice is open between 8.00am and 6.30pm Monday to Friday. Pre-booked appointments are available with a GP and nurse on Saturday mornings from 9.00am to 11.15am. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.