

# Dr Touseef Safdar

## Inspection report

The Surgery  
Central Clinic, Hall Street  
Dudley  
West Midlands  
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[www.centralclinicdudley.co.uk](http://www.centralclinicdudley.co.uk)

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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?

Requires improvement



Are services responsive?

Good



Are services well-led?

Good



# Overall summary

We carried out an inspection of this service on 17 December 2019 following our annual regulatory review of the information available to us including information provided by the practice.

Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

Are services at this location safe?

Are services at this location effective?

Are services at this location caring?

Are services at this location responsive?

Are services at this location well-led?

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 and requires improvement for the population groups of working age people (including those recently retired and students) and people experiencing poor mental health (including dementia).**

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

- Non clinical staff in patient facing roles had not been appropriately risk assessed or had a review of their immunisation needs against possible infections.

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

- Measures taken to improve the practice's uptake of the national screening programme for cervical cancer to date had not been effective. As a result, the practice's rate for uptake was significantly below the national target.

- Despite steps taken to increase the outcomes for mental health indicators, the practice were still below national averages and this could be further improved.

**We rated the practice as requires improvement for providing caring services because:**

- Patient satisfaction rates were significantly lower than local and national averages for data indicators relating to the caring key question. Actions taken in response to this by the practice had not had an impact on levels of patient satisfaction in these areas.

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

- There were clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse.
- Staff had the skills, knowledge and experience to deliver effective care and treatment that met their needs.
- Patients needs were assessed and care and treatment was delivered in line with current legislation.
- Risks to patients were assessed and well managed.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

The areas where the provider **should** make improvements:

- Develop an effective system to risk assess, record and monitor the immunisation status of staff members in line with best practice.
- Continue work to increase the uptake for cervical, breast and bowel screening.
- Continue to work to improve the quality of care and treatment for people experiencing poor mental health.
- Continue work to improve performance and outcomes relating to diabetes.
- Review procedures in place to demonstrate improved outcomes for patients where satisfaction levels are still low.
- Continue to work on the uptake of online access for patients.
- Continue work to identify and support carers registered in the practice.
- Complete sepsis training for all staff in the practice.
- Continue with steps to engage with a patient participation group.

# Overall summary

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Requires improvement	
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.

## Background to Dr Touseef Safdar

Dr Touseef Safdar's practice known as Central Clinic is based in the Dudley area, within a purpose built health centre owned and maintained by NHS property services and shared with other health care services. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures and treatment of disease, disorder or injury.

Dr Touseef Safdar's practice is a member of the Dudley Clinical Commissioning Group (CCG) and provides services to patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. At the time of our inspection there were approximately 3996 patients registered at the practice.

Parking is available on-site and a chaperone service is available for patients who request the service. This is advertised throughout the practice.

The clinical team includes a lead GP, two long term locum GPs (one female and one male) and two practice nurses.

The lead GP and the practice manager form the practice management team and they are supported by a team of seven staff members who cover reception, secretarial and administration roles.

There are higher than average number of patients between the ages of 15-44. The National General Practice Profile states that 68% of the practice population is from a white ethnic background with a further 32% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is open between 8am and 6.30pm Monday to Friday. Home visits are available for patients who are too ill to attend the practice for appointments.

The practice does not provide out of hours services to their own patients. When the practice is closed patients are directed to contact Malling Health via 111.

The practice website can be viewed at:  
[www.centralclinicdudley.co.uk](http://www.centralclinicdudley.co.uk)