

# Dr Pervez Sadiq

## Inspection report

Hillside House Surgery  
The Blue Bell Centre, Blue Bell Lane, Huyton  
Liverpool  
Merseyside  
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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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Dr Pervez Sadiq also known as Hillside House Surgery on 15 January 2020 as part of our inspection programme.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 16 January 2019.

This inspection looked at the following key questions:

Safe; Effective; Responsive; Caring and Well-led.

At the last inspection in January 2019 we rated the practice as requires improvement for providing responsive and well-led services because:

- Information about how to raise a concern was not readily accessible and the response to patients about the outcome of their complaint investigation lacked detail and the required information.
- The provider did not have oversight of the practice and robust strategies were not in place to give insight into the quality of care and treatment provided so that areas in need of improvement could be identified and managed.

At this inspection we found that the provider had satisfactorily addressed these areas.

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 good overall and good for all population groups.**

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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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.

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

- The provider should provide formal policies and procedures in relation to patients accessing online services.
- The provider should introduce a mechanism to prompt checks of professional registration and review the recruitment checks to ensure a health declaration is available for all newly recruited staff including apprentices.
- The provider should take steps to ensure consulting rooms are locked when not in use.
- The provider should introduce formal processes to confirm they have reviewed the prescribing competency of non-medical prescribers.
- The provider should formalise the risk assessment for the single item of medicine not available in the emergency medicines kit and review the contents lists for the doctors-bags and emergency medicines kit so that the lists reflect what is carried.
- The provider should consider formalising the results and changes made for all audits.
- The provider should consider putting systems in place to satisfy themselves that GPs keep their skills for specific procedures up-to-date and confirm that GPs have oversight of individual outcomes for patients when appropriate.
- The provider should consider options to reduce further the risk of private conversation being overheard.
- The provider should review the risk assessment and seek formal assurance that all fixtures and fittings meet best practice guidance.
- The provider should provide staff with information about the Speak-up guardian staff support initiative.

**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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</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 Dr Pervez Sadiq

Dr Pervez Sadiq also known as Hillside House Surgery is in Huyton, Knowsley which is in Merseyside. The surgery has good transport links and there is a pharmacy located in the building.

The surgery is within the Knowsley Clinical Commissioning Group (CCG) and provides services to 2,884 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and the clinical commissioning group.

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

The provider is a single handed male GP who registered with the CQC in April 2013. The practice employs two regular male locum GPs, an advanced nurse practitioner part-time; a health care assistant part-time. The practice manager is also a qualified nurse and also works as a practice nurse for a number of sessions.

The clinical team are supported by team of administration staff.

The practice is developing formal links with the West Knowsley Primary Care network, a small group of other GP practices in the Knowsley area.

The practice list included an average number of patients in most age groups, the exception was patients aged over 85 years. The ratio for the practice for people aged over 85 was 1% compared with the national average of 2%. Male life expectancy is 76 years compared to the national average of 79 years. Female life expectancy is 80 years compared to the national average of 83 years.

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.