

# Dr Deedar Singh Bhomra

## Inspection report

Aylesbury Surgery  
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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

**This practice is rated as Good overall.** (Previous rating April 2018 – Good overall, with a rating of requires improvement for providing safe services)

The key questions at this inspection are rated as:

Are services safe? – Good

We carried out an announced comprehensive inspection at Dr Deedar Singh Bhomra (also known as Aylesbury Surgery) in December 2016 where the provider was rated as requires improvement for providing safe services and breaches of regulations were identified. We undertook a follow up inspection in April 2018 the practice continued to be rated as requires improvement for providing safe services. As a result, we issued requirement notices as legal requirements were not being met and asked the provider to send us a report that says what actions they were going to take to meet legal requirements. The full comprehensive report of all previous inspections can be found by selecting the 'all reports' link for Dr Deedar Singh Bhomra on our website at

This inspection was an announced focused follow up inspection carried out on 3 December 2018 to check whether the provider had taken action to meet the legal requirement's' as set out in the requirement notices. The report covers our findings in relation to those requirements.

At this inspection we found:

- Staff demonstrated awareness of systems to manage risks so that safety incidents were less likely to happen. When incidents did happen, the practice demonstrated shared learning and the actions taken to improve processes.
- Since the inspection in April 2018, the practice had reviewed and improved the management of risks in areas such as health and safety.

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

**Please refer to the detailed report and the evidence tables for further information.**

## 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 was undertaken by a Care Quality Commission (CQC) inspector.

## Background to Dr Deedar Singh Bhomra

Dr Deedar Singh Bhomra is the registered provider of Aylesbury Surgery. The surgery is located in a converted two-story building, which was previously a residential building in Kingstanding, Birmingham, providing NHS services to the local community. On-site parking is available with designated parking for cyclists and patients who display a disabled blue badge. The surgery has automatic entrance doors and is accessible to patients using a wheelchair and push chairs. Further information about Aylesbury Surgery can be found by accessing the practice website at [www.aylesbursurgery.nhs.uk/](http://www.aylesbursurgery.nhs.uk/)

The patient list size is 2,880 of various ages registered and cared for at the practice. Services to patients are provided under a General Medical Services (GMS) contract with Birmingham and Solihull Clinical Commissioning Group (CCG). GMS is a contract between general practices and the CCG for delivering primary care services to local communities.

Based on 2015 data available from Public Health England, the levels of deprivation in the area served by Aylesbury Surgery shows the practice is located in a more deprived area compared with the national averages. The practice is ranked at level one out of 10, with 10 being the least deprived. (Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not just financial). The patient

population, is broadly comparable to local and national averages. For example, the number of patients aged between five and 65 were comparable to local and national averages. Based on data available from Public Health England and the 2011 Census, the ethnicity of patients registered at the practice is estimated as 82% White, 4% Mixed race, 6% Asian and 7% Black.

The surgery has expanded its contracted obligations to provide enhanced services to patients. An enhanced service is above the contractual requirement of the practice and is commissioned to improve the range of services available to patients.

Practice staffing comprises of one principal GP (male) and two salaried GPs (one female and one male). The clinical team also includes a nurse practitioner and a practice nurse. The non-clinical team consists of a practice manager, an administrator and a team of secretaries and receptionists.

Aylesbury Surgery is also a training practice providing placements for GP registrars on a six-month rotational basis. (GP registrars are qualified doctors training to specialise in General Practice). At the time of our inspection there were two GP registrars on placement.

The practice is open between 8am to 6.30pm on Mondays, Tuesdays and Fridays. Wednesday's opening times are between 8.30am and 2.30pm. On Thursdays the practice is open between 8.30am and 7.30pm.

Consulting hours are available from 10am to 12.30pm and 4.30pm and 6.30pm on Mondays, Tuesdays and Fridays. Wednesday's appointment times are from 10am to 12.30 noon. On Thursdays, appointments are available from 10am to 12.30pm and 4.30pm to 7.30pm.

The practice is part of Kingstanding and New Oscott Locality Federation (the federation is formed of 10 local GP practices). This enables extended access to a local Hub on Saturdays and Sundays from 9am to 12.00pm.

The practice has opted out of providing out of hours cover to patients. During this time, services are provided by Birmingham and District General Practitioner Emergency Rooms (BADGER) medical services. When the practice is closed on Wednesday afternoons from 1.30pm as well as 12.30pm and 4.30pm Mondays, Tuesdays and Fridays calls are diverted to the principal GP.

Dr Deedar Singh Bhomra is registered to provide surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury, family planning, diagnostic and screening procedures.

The practice was previously inspected in April 2018 and rated overall good.

# Are services safe?

**At our previous inspection on 11 April 2018, we rated the practice as requires improvement for providing safe services as the practice did not manage risks effectively. For example, the practice did not carry out risk assessments to identify or mitigate risks associated with the premises in relation to, fire as well as health and safety. Awareness of incident recording forms was not common knowledge throughout the entire practice team and the practice was not equipped to deal with some medical emergencies.**

**The practice had made significant improvements when we undertook a follow up inspection on 3 December 2018. The practice is now rated as good for providing safe services.**

## **Risks to patients**

There were adequate systems to assess, monitor and manage risks to patient safety.

- The practice reviewed and updated their stock of emergency medicines. During this inspection, we saw medicines which confirmed that the practice was equipped to deal with medical emergencies and staff were suitably trained in emergency procedures.

## **Track record on safety**

- There were comprehensive risk assessments in relation to safety issues such as fire as well as health and safety risk assessments.
- The practice monitored and reviewed safety using information from a range of sources. For example, monthly walk rounds to check health and safety systems within the practice were being recorded and monitored by members of the management team.

## **Lessons learned and improvements made**

Staff we spoke with understood their duty to raise concerns and report incidents and near misses. Staff demonstrated awareness of the recording forms used to support this process. The practice recorded two incidents since our previous inspection in April 2018, we saw evidence which showed incidents had been discussed during practice meetings.

**Please refer to the evidence tables for further information.**