

# Dr Khalid Patel

## Inspection report

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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 Khalid Patel (also known as Goodmayes Medical Practice) on 24 January 2019 as part of our inspection programme.

At the last inspection in November 2017 we rated the practice as requires improvement for providing safe services because:

- The practice did not have oversight of some clinical activities conducted by the healthcare assistant and the locum practice nurse around medicines management.

At this inspection, we found that the provider had satisfactorily addressed this area.

We based our judgement of the quality of care at this service is on a combination of:

- What we found when we inspected
- Information from our ongoing monitoring of data about services
- Information from the provider, patients the public and other organisations.

We have rated this practice as good overall, with key question safe now rated good.

We rated the practice as good for providing safe services because:-

- The practice had systems and processes in place which allowed the healthcare assistant and physicians associates to administer medicines using a patient specific direction (PSD).
- The practice had systems and processes in place which allowed the locum practice nurse to administer medicines using a patient group direction (PGD).

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

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

## Population group ratings

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser.

## Background to Dr Khalid Patel

Dr Khalid Patel (also known as Goodmayes Medical Practice) is located in an area which has residential housing alongside commercial shops, in Ilford, Essex. The practice is in a customised terraced house on a busy main road. There is limited parking outside the practice. There are two bus stops approximately two minutes' walk from the practice.

There are approximately 5700 patients registered at the practice. Statistics shows high income deprivation among the registered population. Information published by Public Health England rates the level of deprivation within the practice population group as four on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The registered population is slightly higher than the national average for those aged between 24-44. Patients registered at the practice come from a variety of geographical and ethnic backgrounds including Asian, Western European, Eastern European and Afro Caribbean. Of the practice population, 42% have been identified as having a long-term health condition, compared with the CCG average of 43% and the national average of 51%.

Care and treatment is delivered by the lead GP (male) and two regular salaried doctors (one male and one female) who between them provide approximately 18 clinical sessions weekly. There is one long-term locum Practice Nurse (female) at the surgery who provide two sessions weekly and a clinical pharmacist (male) who delivers one sessions per week. The practice is a training practice and is currently hosting three physician associate students one day a week. Six administrative/reception staff work at the practice and are led by both the practice manager and an assistant practice manager.

The practice is open from the following times:-

8am – 6:30pm (Monday, Tuesday, Wednesday, Thursday, Friday)

Clinical sessions are run at the following times:-

8:30am - 1:00pm; 2:00pm – 6:30pm (Monday)

9am - 12:30pm; 2:00pm – 6:00pm (Tuesday)

8am - 1:00pm; 2:00pm – 6:20pm (Wednesday)

9am - 12:30pm; (Thursday)

8am - 1:00pm; 2:00pm – 6:00pm (Friday)

Patients can book appointments in person, by telephone and online via the practice website. Patients requiring a GP appointment outside of practice opening hours can obtain appointments via the local GP Federation Hub service. The Hub is open until 10pm Monday - Friday, 9am-5pm on Saturdays and 9am to 1pm on Sundays. Details of how to access the Hub is on the practice answering machine and website. Outside of these hours, patients are advised to contact the NHS GP out of hours service on telephone number 111.

The practice has a General Medical Services (GMS) contract and conducts the following regulated activities:-

- Diagnostic and screening procedures
- Treatment of disease, disorder or injury
- Maternity and midwifery services
- Family Planning
- Surgical Procedures

Redbridge Clinical Commissioning Group (CCG) is the practice's commissioning body.