

# Dr Rashid Akhtar

## Inspection report

The Surgery  
Sundial Lane, Great Barr  
Birmingham  
West Midlands  
B43 6PA  
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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?

Inadequate



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



# Overall summary

We carried out an announced comprehensive inspection at Dr Rashid Akhtar on 17 January 2019.

At the last inspection in October 2015 we rated the practice as good overall and across all of the population groups. At this inspection we identified areas for improvement.

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

## **We have rated this practice as requires improvement overall.**

We rated the practice as **inadequate** for providing safe services

- The practice did not have appropriate systems in place for the safe management of medicines.

We rated the practice as **requires improvement** for providing well led services:

- The overall governance arrangements were ineffective.
- The practice did not have clear and effective processes for managing risks, issues and performance.

We rated the practice as **good** for providing effective, caring and responsive services because:

- Patients were able to access timely and effective care and treatment.
- 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.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

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

- Review the threshold for reporting significant events so that learning opportunities are maximised.
- Consider how to increase the uptake for cervical screening so the minimum coverage target for the national screening programme is met.
- Consider ways to promote the extended hours service.

**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

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Requires improvement	
People experiencing poor mental health (including people with dementia)	Good	

## Our inspection team

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

## Background to Dr Rashid Akhtar

Dr Rashid Akhtar also known as “The Surgery” is located at Sundial Lane, Great Barr, Birmingham West Midlands, B43 6PA. The provider is a single-handed GP, the premises is owned by the provider.

The practice is registered with the CQC to carry out the following regulated activities diagnostic and screening procedures, treatment of disease, disorder or injury and maternity and midwifery services.

The practice provides NHS services through a General Medical Services (GMS) contract to approximately 3,000 patients. The practice is part of the NHS Sandwell and West Birmingham Clinical Commissioning Group (CCG) which is made up of 85 general practices.

The practice’s clinical team is led by the provider (lead GP). A female locum GP provides two clinical sessions per week usually on a Wednesday. A male advanced nurse practitioner works on a self-employed basis for eight hours per week however, the hours can vary depending on the work load. The practice employs a part time Health Care Assistant who works 12 hours a week. There are four part-time administrators/receptionists, a secretary and a practice manager.

The practice is open between 8.30am and 6.30pm Monday to Friday except Thursday when it is closed at 1.30pm. However, when the practice is closed during this time patients can access services at a local GP practice

which is part of a GP “Hub”. This involves the practice working with two other local practices within a wider Primary Care Network. Standard appointments with the GP are 10 minutes long, with patients being encouraged to book double slots should they have several issues to discuss. Longer appointments are available for patients for those who need it for example patients with a learning disability. Patients who have previously registered to do so may book appointments and order repeat prescriptions online. The provider will carry out home visits for patients whose health condition prevents them from attending the practice.

In addition to the extended hours operated by the practice on Monday and Tuesday evenings between 6.30pm and 8pm, the CCG has commissioned an extended hours service. The extended hours service operates on Saturday and Sunday between 9am to 12pm alternating across the three GP Hub practices. Patients may book appointments with the service by contacting the practice or the Hub practice themselves. When the practice is closed on a Thursday afternoon, patients are directed to one of Hub practices.

The practice has opted out of providing an out-of-hours service. Patients can access the out of hours service provider by calling NHS 111.

Public Health England data shows the practice is located in an area with a low deprivation score and low levels of

unemployment compared to other practices nationally.  
The practice has an above average practice population aged 65 years and over and a lower than national average population aged 18 years and under.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>How the regulation was not being met:</b></p> <p>There was no proper and safe management of medicines.</p> <p>In particular we found:</p> <ul style="list-style-type: none"><li>• Patients on high risk medicines were not always monitored.</li><li>• There was a lack of oversight in the process for prescribing Patient Specific Direction (PSD's).</li></ul> <p>This was in breach of Regulation 12(1g) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>How the regulation was not being met:</b></p> <p>There were a lack of effective systems or processes that enabled the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk.</p> <p>In particular we found:</p> <ul style="list-style-type: none"><li>• The recruitment policy did not include sufficient detail to ensure appropriate recruitment processes.</li><li>• The fire risk assessment had not considered potential risks associated with evacuating patients with a physical disability and required the use of a wheelchair.</li><li>• The infection prevention and control audit had not identified all potential risks.</li></ul>

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## Requirement notices

- There were no risk assessments in place in the absence of some emergency medicines.
- The business continuity plan was not comprehensive.

**This was in breach of Regulation 17(1b) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.**