

# Dr Abdula Rauf Kukaswadia

## Quality 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 service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We previously carried out an announced comprehensive inspection of Dr Abdula Rauf Kukaswadia's practice on 7 January 2016. Breaches of legal requirements were found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment.

We undertook this focused inspection on the 4 July 2016 to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to the requirement and issues identified in the previous report. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Dr Abdula Rauf Kukaswadia on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Overall the practice is rated as good.

Our key findings were:

The practice had addressed the breaches of regulations and other issues identified during the previous inspection and made improvements including:

- Risk assessments for health and safety had been carried out and action had been taken against the risks identified such as gas, electrical and fire safety.
- The practice had oxygen for use in medical emergencies.
- The practice had updated business contingency plans.

### Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services. The practice had addressed the breaches of regulations and other issues identified during the previous inspection and made improvements including:

- Updating health and safety risk assessments and carrying out any actions required where practical.
- Having oxygen available for medical emergencies.
- Updating business contingency plans.

**Good**



# Dr Abdula Rauf Kukaswadia

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

a CQC Inspector

## Background to Dr Abdula Rauf Kukaswadia

Dr Abdula Rauf Kukaswadia is situated in a deprived area of Liverpool. There were 2,517 patients on the practice list at the time of our inspection.

The practice is managed by an individual GP and the practice manager is also the practice nurse. Members of clinical staff are supported by reception and administration staff. The practice is open 8am to 6.30pm every weekday. An open access clinic is available from 8.30am to 10am every morning and pre bookable appointments are available from 4.30pm to 6pm daily. Extended surgery hours are offered on Mondays between 6.30pm to 8pm. Patients requiring a GP outside of normal working hours are advised to contact the GP out of hours service, provided by Urgent Care 24 by calling 111. The practice has a General Medical Services (GMS) contract and had an enhanced services contract which includes the delivery of childhood vaccinations.

## Why we carried out this inspection

We undertook an announced focused inspection of Dr Abdula Rauf Kukaswadia on 4 July 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 7 January 2016 had been made.

## How we carried out this inspection

We inspected the practice against one of the five questions we ask about services: is the service safe? This is because the service was not meeting some legal requirements.

The inspector :-

- Carried out an announced inspection visit on 4 July 2016.
- Reviewed the practice's policies and procedures, risk assessments and action plans.
- Spoke with the practice manager.

# Are services safe?

## Our findings

At our previous inspection 7 January 2016, we identified the following concerns:

- The practice did not follow Health and Safety legislation. There was a lack of risk assessments and actions necessary to ensure the safety of both patients and staff.

At this inspection, we found the practice had made the following improvements:

- Health and safety risk assessments and action plans had been revised. An external company had carried out health and safety audits for the practice which demonstrated improvements over time. The practice manager carried out monthly checks of the premises.
- Fire safety had now been addressed and there were gas and electrical safety certificates. Fire safety risk assessments and audits had been completed.
- Staff had completed training for fire safety awareness and annual fire drills and fire equipment testing were carried out.

- The practice had carried out control of substances hazardous to health (COSHH) risk assessments to ensure the safety of any materials used on the premises such as cleaning solutions.
- The practice had carried out a Legionella risk assessment and regularly tested water temperatures. (Legionella is a term for a particular bacterium which can contaminate water systems in buildings).
- Display screen equipment risk assessments were in the process of being carried out.

In addition :

- The practice had updated its business contingency plans for major incidents such as power failure or building damage.
- The practice had completed the work place wellbeing charter to demonstrate staff were working in a safe environment.
- There was now a risk assessment to explain how the practice could respond to a medical emergency without a defibrillator. The practice now had oxygen for medical emergencies and this was regularly checked.