

Dr R Ali Surgery

Inspection report

Guttridge Medical Centre
Deepdale Road
Preston
PR1 6LL
Tel: 01772325150

Date of inspection visit: 18 August 022
Date of publication: 23/09/2022

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	
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Are services safe?	Good	
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Are services effective?	Good	
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Are services caring?	Good	
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Are services responsive to people's needs?	Good	
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Are services well-led?	Good	
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Overall summary

We carried out an announced inspection at Dr R Ali Surgery on 18 August 2022. Overall, the practice is rated as Good..

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring – Good (rating awarded at last inspection on 20 June 2019)

Responsive - Good (rating awarded at last inspection on 20 June 2019)

Well-led - Good

Following our previous inspection on 20 June 2019, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Dr R Ali Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We undertook this inspection as part of a random selection of services rated good and outstanding to test the reliability of our new monitoring approach. This included focusing on the key questions safe, effective and well led.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice’s patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

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

- what we found when we inspected

Overall summary

- 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

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.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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**:

- Continue to work with patients to encourage and improve uptake rates for childhood immunisations and cervical cancer screening

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Dr R Ali Surgery

Dr R Ali Surgery is located in Preston at:

Guttridge Medical Centre

Deepdale Road

Preston

Lancashire PR1 6LL

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

The practice is situated within the NHS Lancashire and South Cumbria Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 3061. This is part of a contract held with NHS England.

The practice is part of the Greater Preston Primary Care Network (PCN). PCNs work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local area.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others. Patients living in deprived areas are more likely to have complex health needs.

According to the latest available data, the ethnic make-up of the practice area is 62.1% White, 32.8% Asian and the rest are mixed and other ethnicities.

The age distribution of the practice population shows that there are more male patients between the ages of 20 and 64 and less females over the age of 30 than local and national averages. There are more male patients registered at the practice compared to females.

There is a team of two GPs, one male lead GP and one female long term locum. The practice has one advanced nurse practitioner and one practice nurse who provides nurse led clinics for long-term conditions. The clinical team are supported by a practice manager and a team of reception and administration staff.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointments including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by practices in the PCN, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.