

Dr Samir Naseef

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 carried out a comprehensive inspection as part of our inspection programme at the practice of Dr Samir Naseef on 26 August 2016 which was rated as requires improvement overall. The key questions were rated as:

Safe – requires improvement

Effective – requires improvement

Caring – good

Responsive – requires improvement

Well led – requires improvement

We carried out focused follow up inspections on 1 June 2017 and 17 November 2017 where we found the practice had made significant improvements but there were still improvements needed in the key question safe. The full comprehensive and follow up reports for these inspections can be found by selecting the 'all reports' link for Dr Samir Naseef on our website at www.cqc.org.uk.

At this inspection the area that required improvement was:

- The provider did not hold information such as ID, references, DBS checks in the files of all its employees.

This inspection was an announced focused inspection carried out on 5 February 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 17 November 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

- The provider had introduced a policy where information, such as ID, references and DBS checks would be held for new staff and, where appropriate existing staff. We saw evidence that two new members of clinical staff had started employment with the practice and the personnel files now included the required documentation such as ID, references and DBS checks

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

Dr Samir Naseef

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the evidence provided at the time of the inspection.

Background to Dr Samir Naseef

The practice of Dr Samir Naseef, known locally as Orient House Medical Centre provides primary medical services in Bolton, Greater Manchester from Monday to Friday.

Orient House Medical Centre is situated within the geographical area of Bolton Clinical Commissioning Group (CCG).

The practice has a Personal Medical Services (PMS) contract. The PMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

Orient House Medical Centre is responsible for providing care to 3242 patients (increased from 3111 at the last inspection).

Information taken from Public Health England placed the area in which the practice is located as third on the deprivation scale of one to ten. (The lower the number the higher the deprivation). In general, people living in more deprived areas tend to have greater need for health services. 35% of patients were from a black and minority ethnic group.

The practice consists of a male lead GP, one long term male locum GP and has recently recruited a female salaried GP. There are two part time practice nurses and a health care assistant and a practice manager who started with the practice the day after the inspection in June. An administration team including receptionists support the running of the practice.

When the practice is closed patients are directed to the out of hour's service provided by BARDOC (Bury and Rochdale Doctors On Call).

The practice is part of a group of practices who offer appointments with a GP and practice nurse seven days a week. It also belongs to a group of small practices who provide GP cover for each other during sickness and holidays.

Are services safe?

Our findings

At our previous inspection on 17th November, we rated the practice as requires improvement for providing safe services as the provider did not hold information such as ID, references, DBS checks in the files of all its employees

These arrangements had significantly improved when we undertook a follow up inspection on 5 February 2018. The practice is now rated as good for providing safe services.

Safety systems and processes

The provider had introduced a policy and process where information, such as ID, references and DBS checks would be held for new staff and, where appropriate existing staff. We saw evidence that two new members of clinical staff had started employment with the practice and the personnel files now included the required documentation such as ID, references and DBS checks.