

Dr Azim Khan

Inspection report

Unity Surgery
318 Westdale Lane, Mapperley
Nottingham
NG3 6EU
Tel: 01159877604
www.unitysurgery.co.uk

Date of inspection visit: 10 November 2022
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an announced focussed inspection at Dr Azim Khan (also known as Unity Surgery) 9 and 10 November 2022 to review compliance with a Warning Notice which was issued following our previous inspection on 5 and 21 July 2022.

In July 2022, the practice was rated as inadequate overall and for the key questions of safe, effective and well-led. The practice was placed into special measures.

This inspection on 9 and 10 November 2022 was undertaken to review compliance with the warning notices which had to be met by 1 October 2022, but the inspection was not rated.

The ratings from July 2022 therefore still apply and will be reviewed via a further inspection to take place within the next six months.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Azim Khan on our website at www.cqc.org.uk

The ratings for each key question are;

Safe - Inadequate

Effective - Inadequate

Well-led – Inadequate

Why we carried out this inspection.

This inspection was a focused inspection to follow up on the Warning Notice issued in connection with breaches of Regulations 12 and 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2104.

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:

- 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 shorter site visit.

Our findings

Overall summary

We based our judgement of the quality of care at this service 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 not rated this practice as the rating remains unchanged until we have completed a further inspection incorporating all relevant key questions.

We found that action had been taken to address the breaches identified in the warning notice and it was evident that improvements had been made.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had taken reasonable steps to protect patients and others from the risks posed by healthcare associated infections.
- The provider had implemented effective oversight of the systems and processes designed to deliver safe and effective care.
- Patients requiring high dose steroid treatment for severe asthma episodes were not always followed up in line with national guidance to ensure they received appropriate care.
- We had concerns regarding the potential over prescribing of SABA inhalers.

The provider must:

- Ensure care and treatment is provided in a safe way to patients.

We have issued the provider with a Requirement Notice for a breach of Regulation 12 (1)(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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 and was assisted by a further CQC inspector. 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 Azim Khan

Dr Azim Khan, also known as Unity Surgery, is located at:

318 Westdale Lane

Mapperley

Nottingham

NG3 6EU

Dr Azim Khan's practice is known as Unity Surgery, which is in Mapperley in the north-east of Nottingham. It is approximately 3 miles from Nottingham City Centre.

The practice provides primary medical services to approximately 4269 patients through a Personal Medical Services (PMS) contract with Nottinghamshire Integrated Care Board. This had risen from 3783 in July 2016.

The practice has a higher than national average elderly population as well as patients of working age. The practice also has a higher number of patients with long term conditions compared to the local and national average.

The practice has one GP partner, one salaried GP and two regular locum GPs.

The clinical team includes one practice nurse (29 hours per week) and one health care assistant (four hours per week).

The practice also employs a practice manager and a team of reception, clerical and administrative staff.

The practice is involved in the teaching of medical students from a local medical school. Students in their first, 4th and final year study, spend some time working with one of the GPs at the practice.

The practice is open from 8.30am to 1pm and 2pm to 6.30pm on Monday to Friday.

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

The practice is part of a wider network of GP practices known as Arrow Health Primary Care Network.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, many GP appointments were telephone consultations, although the practice had stayed open for face to face appointments as usual throughout the covid pandemic.

Out- of- hours GP services are provided by NEMS.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Family planning services	There proper and safe management of medicines was ineffective.
Surgical procedures	In particular:
Treatment of disease, disorder or injury	The provider had not taken reasonable steps to ensure the safe prescribing of inhalers used by patients with asthma.
Maternity and midwifery services	Patients requiring high dose steroid treatment for severe asthma episodes were not always followed up in line with national guidance to ensure they received appropriate care.