

# Dr Syed Shah

## Inspection 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 location

Good



Are services safe?

Good



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Good



# Overall summary

We carried out an announced comprehensive inspection at Dr Syed Shah on 18 December 2018 as part of our inspection programme. The practice was previously inspected on 22 March 2016 and was rated good overall.

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 and
- information from the provider, patients, the public and other organisations.

## **We have rated this practice as good overall and good for all population groups.**

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.
- 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. 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.

We saw an area of outstanding practice:

- The principal GP provided outstanding care for palliative and end of life care. This included not only working with other health professionals but also with the patient and family. There were several occasions when the principal GP had visited these patients out of regular working hours including weekends and evenings. Feedback from families who received this care was posted on the NHS choices website highlighting the exceptional end of life care provided by the surgery.

**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	Good	
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 adviser.

## Background to Dr Syed Shah

Dr Syed Shah, also known as Elliott Street Surgery, is the registered provider. The surgery has good transport links and there is a local pharmacy nearby. They provide primary care services to its registered list of 4989 patients. The practice delivers commissioned services under the Personal Medical Services (PMS) contract and is a member of NHS Wigan Borough Clinical Commissioning Group (CCG).

The PMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures; surgical procedures; maternity and midwifery services and treatment of disease, disorder and injury.

The practice has a website that contains information about what they do to support their patient population and the in house and online services offered.

There are three GPs (one female and two male) and they are supported by a practice nurse and a healthcare assistant. There is also a business manager, a practice manager and supporting administration staff. The practice is a training practice for GPs.

The average life expectancy and age profile of the practice population is broadly in line with the CCG and national averages. Information taken from Public Health England placed the area in which the practice is located in the fifth most deprived decile (from a possible range of between 1 and 10). In general, people living in more deprived areas tend to have greater need for health services.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours service which is provided by Bridgewater NHS Foundation Trust –through NHS 111. Additionally, patients can access GP services in the evening and on Saturdays and Sundays through the Wigan GP access alliance at locations across Wigan Borough.