

# Dr Hafeez and Partner




## Inspection report

Sutton Medical Practice  
181 Carshalton Road  
Sutton  
SM1 4NG  
Tel: 02086611505

Date of inspection visit: 05 April 2022  
Date of publication: 17/05/2022

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

<b>Overall rating for this location</b>	<b>Good</b>	
Are services safe?	<b>Good</b>	
Are services well-led?	<b>Good</b>	

# Overall summary

We carried out an unannounced responsive inspection at Dr Hafeez and Partner on 05 April 2022. Overall, the practice is rated as Good. The practice was previously inspected in May 2019. Following that inspection, the practice was rated as Good .

Set out the ratings for each key question

Safe - Good

Effective -not inspected

Caring – not inspected

Responsive – not inspected

Well-led – Good

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Hafeez and Partner on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this inspection**

This inspection was carried out as a follow up to concerns we had received. During this inspection we reviewed the key questions of safe and well led. We found no further concerns during this inspection.

## **How we carried out the inspection/review**

We undertook as site visit and spoke with the practice / deputy manager, practice nurse, administrative staff, practice pharmacist and a GP.

This included

- Conducting staff interviews face to face.
- Requesting evidence from the provider

## **Our findings**

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**

We found that:

# Overall summary

- 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.
- Leaders were able to challenge poor performance by staff and took appropriate action where required. Where concerns had been raised, we saw that these were followed up.
- The practice had further strengthened the recording and handling of significant events, and complaints.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who undertook the site visit.

## Background to Dr Hafeez and Partner

Dr Hafeez and Partner also known as Sutton Medical Practice is located in Surrey

Sutton Medical Practice

181 Carshalton Road Sutton

Surrey

SM1 4NG

Tel: 020 8661 1505

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and family planning. The provider has one location. The practice is situated within the Sutton Clinical Commissioning Group (CCG) and delivers (Personal Medical Services **(PMS)**). The practice is part of a wider network of GP practices within the Carshalton Primary Network.

The practice has approximately 4800 patients. The ethnicity of most patients is white British. There are approximately 11% of Asian patients, 5% black patients, 4% mixed race patients and 1% other white patients. The practice population is on the 8th decile for deprivation (with 10 being the least deprived), and lower than average on measures of income deprivation affecting older people and children.

The clinical team at the practice is made up of two part-time male GP Partners, a salaried female GP and two long term locum GPs. One female practice nurse and a female healthcare assistant. The non-clinical team at the practice is made up of a practice manager, a business manager and a team of administrative and reception staff members.

When the practice is closed patients are directed to contact the local out of hours provider.