

Siddique and Agha

Inspection report

Southend Medical Centre
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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 effective?

Requires improvement



Are services well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at Siddique and Agha (also known as Southend Medical Centre), on 18 October 2019 and 8 November 2019 due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Are services at this location effective?
- Are services at this location well-led?

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.

We rated the practice as **requires improvement** for providing effective services as two of the population groups were rated requires improvement.

We rated the population group, families, children and young people as requires improvement because the practice had not met the minimum 90% target for the childhood immunisation uptake indicators over time.

We rated the population group, working age people (including those recently retired and students) as requires improvement because the practice had not met the targets for cancer screening over time.

We rated the practice as **good** for providing well-led services because there was effective leadership of the practice and there were systems of accountability to support good governance and management.

Whilst we found no breaches of regulations, the provider **should:**

- Continue to improve performance for the prescribing of hypnotics prescribed per specific therapeutic group.
- Improve the uptake of child immunisations.
- Improve the uptake for cervical, bowel and breast screening.
- Develop an audit programme based on areas of identified concerns.

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

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team comprised a CQC lead inspector and a specialist GP adviser.

Background to Siddique and Agha

Siddique and Agha is located in the heart of Southend on Sea. The surgery has good transport links and there are pharmacies located nearby.

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

The provider is a partnership of one male and one female GP who registered with the CQC in December 2012. The practice operates from a single location with no branch surgeries. One of the partners is the clinical lead for the primary care network (PCN), that they are a part of.

The practice is situated within the Southend Clinical Commissioning Group (CCG) and provides services to

5,550 patients. It is in a socially and economically deprived area and a high proportion of the patient list do not speak English as their first language. Due to its location, the practice also provides care and treatment for people experiencing homelessness. It is in the second most deprived decile in England, (deciles are calculated by ranking each area in England from most deprived to least deprived and dividing them into ten equal groups.)

Life expectancy for female patients is 76 years compared to 79 years for the CCG and also for England. Male life expectancy is 81 years compared to 83 years for the CCG and England. The practice has a lower percentage of patients over the age of 65 than both the CCG and across England.