

Dr Rina Miah

Inspection report

The Haven Surgery
The Haven, Burnhope
Durham
County Durham
DH7 0BD
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www.thehavensurgery.co.uk






Date of inspection visit: 27 March 2019
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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?	Requires improvement 
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 The Haven Surgery (Dr Rina Miah) on 27 March 2019 as part of our inspection programme (previous inspection November 2015 – good).

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, but as requires improvement for providing safe services and good for all population groups.

We rated the practice as **requires improvement** for providing safe services because:

- There were shortfalls in some systems; management of the premises and staff immunisation.

We rated the practice as **good** for providing effective, caring, responsive and well led services because:

- 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.

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

- Review arrangements for ensuring that staff have received the relevant vaccinations.
- Undertake remedial work following the recent fire risk assessment.
- Review arrangements for ensuring the premises are secure at all times.
- Implement a system to enable the monitoring of the distribution of blank prescriptions throughout the practice.
- Provide appropriate clinical waste disposal bins.
- Take steps to improve access to the premises. The external door did not open automatically and there were no facilities for patients who needed assistance to summon support.
- Take steps to ensure all staff who perform cervical screening checks have received appropriate training.

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	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 two GP specialist advisors.

Background to Dr Rina Miah

Dr Rina Miah provides care and treatment to around 1,600 patients from The Haven Surgery in Burnhope, County Durham. The practice is part of North Durham clinical commissioning group (CCG) and operates on a Personal Medical Services (PMS) contract agreement for general practice.

The practice provides services from the following address, which we visited as part of this inspection:

- The Haven Surgery, The Haven, Burnhope, County Durham, DH7 0BD

The surgery is located in a purpose-built two-storey building. All patient facilities are on the ground floor. There is a car park and an accessible WC. There is step-free access to the building, however, the doors are not automatic and there is no information to inform patients how to summon assistance, should they need it, to access the surgery.

The practice offers dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy.

Patients can book appointments in person, on-line or by telephone.

The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and County Durham and Darlington NHS Foundation Trust.

The practice has:

- One GP partner (female),
- one salaried GP (female),
- one practice nurse (female),
- one nursing assistant,
- a practice manager, and
- three staff who carry out reception, administrative and dispensing duties.

The age profile of the practice population is broadly in line with the local averages; however, the proportion of patients over the age of 65 is above the national average (22% compared to the national average of 17%). Information taken from Public Health England placed the area in which the practice is located in the fourth more deprived decile. In general, people living in more deprived areas tend to have greater need for health services.