

Dr Zulfikar Moghul

Inspection report

200-202 Chadwell Heath Ln
Chadwell Heath
Romford
RM6 4YU
Tel: 02085487520

Date of inspection visit: 27 April 2022
Date of publication: 18/05/2022

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

Overall rating for this location

Not inspected

Overall summary

We carried out an announced warning notice follow-up inspection at Dr Zulfikar Moghul (Grove Surgery) on 27 April 2022. The practice was previously inspected on 4 and 9 November 2021, when we rated the practice as follows: -

Safe - Inadequate

Effective – Inadequate

Well-led – Requires Improvement

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Dr Zulfikar Moghul on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was to assure ourselves that the provider had complied with the warning notice issued as a result of the surgery being rated inadequate overall following our previous announced focused inspection of the surgery in November 2021.

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 conduct the inspection remotely. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- 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

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 found that:

- The practice had put in place a system to monitor patients on high risk medication and to mitigate the risk of not acting on data which could lead to a missed diagnosis.

Overall summary

- The practice had reviewed its combined prescribing of Omeprazole and Clopidogrel.
- The practice had put in place a system to calculate patient creatine levels for patients on anti-coagulant medicines.

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. The team included a GP specialist advisor.

Background to Dr Zulfikar Moghul

Grove Surgery is based in Romford, Essex at:

200-202 Chadwell Heath Lane

Romford

RM6 4YU

The provider is registered with CQC to deliver the following Regulated Activities:-

Diagnostic and screening procedures

Maternity and midwifery services

Treatment of disease, disorder or injury

The practice is situated within the Redbridge Clinical Commissioning Group (CCG) and delivers Primary Medical Services (PMS) to a patient population of about 9,600. This is part of a contract held with NHS England.

The practice is part of a wider network of the local GP Primary Care Network (PCN). This PCN is made up of eight GP practices within this geographical area.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth lowest decile (6 of 10). The lower the decile, the more deprived the practice population is relative to others.

There is one male GP provider who is supported by a team of three salaried GPs who provide clinical care at the practice. Two clinical pharmacists work approximately four sessions a week. There is a practice nurse and one healthcare assistant who work varied sessions per week. The clinical staff are supported by a team of part-time reception staff and a practice manager. The local primary care network provides practice access to one clinical pharmacist who works at the practice one day per week.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were a combination of telephone and face-to-face consultations.

The practice opening hours are as follows: -

- 8.00am to 8.00pm Monday to Thursday
- 8.00am to 6.30pm Friday

Extended access and Out of Hours services is provided by the local GP Hub network, where late evening and weekend appointments are available.