

The Practice Sayeed Medical Centre

Quality Report

352-354 East Park Road

Leicester

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Date of inspection visit: 05 October 2016

Date of publication: 21/11/2016

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 service

Good



Are services safe?

Good



Are services caring?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced focused inspection at The Practice The Sayeed Medical Centre on 05 October 2016. Overall the practice is rated as good.

Our key findings across all the areas we inspected were as follows:

- The practice had implemented monthly and quarterly checks to ensure medicines and vaccines stocked were in date.
- We saw medicines and vaccines within the practice were within their expiration date.

- The practice were actively trying to identify carers to enable them to provide appropriate care and support.

The areas where the provider should make improvement are:

- Continue to identify and provide appropriate support to carers.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

- The practice had implemented monthly and quarterly checks to ensure medicines and vaccines stocked were in date.
- We saw medicines and vaccines within the practice were within their expiration date.

Good



Are services caring?

The practice is rated as good for providing caring services.

- The practice were actively trying to identify carers to enable them to provide appropriate care and support.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people.

- The practice offered proactive, personalised care to meet the needs of the older people in its population.
- The practice was responsive to the needs of older people, and offered home visits and urgent on the day appointments.
- All patients over the age of 75 had a named GP.

Good



People with long term conditions

The practice is rated as good for the care of people with long-term conditions.

- Nursing staff held specific clinics for people with long-term conditions.
- Additional phlebotomy (to take a person's blood test) clinics were available if a nurse was unavailable.
- Patients at risk of hospital admission were identified as a priority.
- Home visits were available when needed.
- Patients with long-term conditions had a named GP and a structured annual review to check their health and medicines needs were being met. Personalised care plans were in place to ensure the patients' health and care needs were met.

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people.

- There were systems in place to identify and follow up children who were at risk, for example, children and young people who had a high number of A&E attendances.
- Immunisation rates were relatively high for all standard childhood immunisations. If a child repeatedly did not attend for their immunisation, the child would be referred to the home visiting service.
- 79% of women aged 25 to 64 medical notes recorded they had a cervical screening test performed in the preceding five years. This was comparable to the national average of 82%.
- Appointments were available outside of school hours and the premises were suitable for children and babies.
- We saw positive examples of joint working with midwives and health visitors.

Good



Summary of findings

Working age people (including those recently retired and students)

The practice is rated as good for the care of working-age people (including those recently retired and students).

- The needs of the working age population, those recently retired and students had been identified. The practice offered extended hours to ensure services were accessible, flexible and offered continuity of care.
- The practice offered online services as well as a range of health promotion and screening that reflected the needs for this age group.

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

- The practice held a register of patients living in vulnerable circumstances including those with a learning disability.
- The practice offered annual health checks (longer appointments) for patients with a learning disability.
- The practice worked with a nearby pharmacy to ensure patients identified as vulnerable request and collect repeat prescriptions as appropriate.
- The practice informed vulnerable patients about how to access various support groups and voluntary organisations, including homeless people.
- Staff knew how to recognise signs of abuse in vulnerable adults and children. Staff were aware of their responsibilities and could explain what actions they would take if they had any safeguarding concerns.

Good



People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

- 96% of patients with a diagnosis of schizophrenia, bipolar affective disorder or other had a comprehensive and agreed care plan in place, compared to the national average of 90%.
- The practice had a system in place to follow up patients who had attended accident and emergency where they may have been experiencing poor mental health.
- Staff had a good understanding of how to support patients with mental health needs and dementia.
- Longer appointments were available for patients who needed additional support from the GP.

Good



Summary of findings

- The practice hosted Improving Access to Psychological Therapies (IAPT) clinics on a weekly basis.

Summary of findings

Areas for improvement

Action the service **SHOULD** take to improve

The areas where the provider should make improvement are:

- Continue to identify and provide appropriate support to carers.

The Practice Sayeed Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to The Practice Sayeed Medical Centre

The Practice Sayeed Medical Centre is a GP practice providing primary medical services to around 3,850 patients within a residential area. The area has a primarily Asian population. The practice's services are commissioned by Leicester City Clinical Commissioning Group (LCCCG).

The practice is part of a large public company (The Practice Surgeries Ltd). The service is provided by two male GPs (one is the clinical lead) and a part-time female GP. A locum GP also provides cover. There is a nursing team comprising of a part-time practice nurse, a part-time healthcare assistant and a self-employed nurse practitioner. They are supported by a practice manager and a team of reception and administration staff. Additional support is provided by a central management team as part of The Practice Surgeries Ltd.

The practice has one location registered with the Care Quality Commission (CQC). The location we inspected was The Practice Sayeed Medical Centre, 352-354 East Park Road, Leicester. The practice is a converted two storey house with on street car parking. With the exception of a minor surgery room, all patient facilities are on the ground floor. A lift is available for patients unable to use the stairs.

The practice is open between 8am and 6.30pm Monday to Friday. Extended surgery hours are offered on a Monday between 6.30pm and 7.30pm and on a Saturday between 9.30am and 11.30am. Appointments are from 8am to 1pm and 2.30pm to 6.30pm daily. Patients can access out of hours support from the national advice service NHS 111.

The practice also provides details for the nearest walk-in centre to treat minor illnesses and injuries, as well as accident and emergency departments.

Why we carried out this inspection

We carried out a focused inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

How we carried out this inspection

Before visiting, we reviewed a range of information we hold about the practice and asked other organisations to share what they knew. We carried out an announced focused visit on 05 October 2016. During our visit we:

- Spoke with the Practice Manager.

Detailed findings

- Reviewed the action plan outlining how the practice was going to make the relevant improvements.
- Reviewed evidence in line with the action plan.

Are services safe?

Our findings

Following an announced comprehensive inspection on 04 February 2016, the practice was rated as 'requires improvement' for safety.

We found checks on medicines and vaccines were not carried out on all stock with regards to their expiry date.

The practice had introduced a monthly audit to review expiration dates of all medicines and vaccines. This audit was incorporated into existing checks on emergency equipment and indicated when new stock had been ordered.

A quarterly return was also required to be submitted to The Practice Surgeries Ltd head office which reviewed wastage of medicines and vaccines. Expiration dates were included within the quarterly return to enable a secondary check.

We saw medicines and vaccines stored within the practice were in date.

Are services caring?

Our findings

Following an announced comprehensive inspection on 04 February 2016, the practice was rated as 'requires improvement' for caring.

We found that carers were not actively identified on the patient record system.

During our focused inspection, we saw posters were displayed in the patient waiting areas to promote the identification of carers and to encourage patients to make

themselves known. A new form had also been devised to be handed to new patients registering with the practice and reception staff were encouraged to ask patients if they were a carer.

The practice also discussed the identification of carers with the patient participation group (PPG). Members of the PPG were also encouraged to discuss this with family and friends to ensure they were provided with the appropriate care and support by the practice.

At the time of our focused inspection, the practice identified 12 patients as a carer, which was 0.3% of the practice patient population.