

Dr Gulzar Ahmed

Inspection report

1 Crompton Street
London
W2 1ND
Tel: 02077237789

Date of inspection visit: 20 July 2021
Date of publication: 16/08/2021

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an announced inspection at Dr Gulzar Ahmed on 20 July 2021. **This was an unrated inspection of the service.**

Following our previous inspection from 14 December 2020 to 12 January 2021, the practice was rated Requires Improvement overall and for all key questions except: 'Are services caring?' which was rated Good; and, 'Are services effective?' which was rated Inadequate.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Gulzar Ahmed on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection to follow up on:

- A breach of regulation 17 (Good governance) at the previous inspection. Following that inspection, we issued the provider with a warning notice to comply with the regulation by April 2021. The warning notice identified the quality of clinical record keeping and the safety of medicines management at the practice as areas of key concern.

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 included:

- A site visit
- Completing clinical searches on the practice's patient records system on site and discussing findings with the provider
- Reviewing patient records on site to identify issues and clarify actions taken by the provider

This inspection was carried out in line with all data protection and information governance requirements.

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 addressed the issues identified in the warning notice issued after the previous inspection. In particular, the practice had markedly improved the quality of clinical record keeping and its management of medicines.
- In relation to the areas focused on at this inspection:
 - The practice provided care in a way that kept patients safe and protected them from avoidable harm.
 - The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Overall summary

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	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor.

Background to Dr Gulzar Ahmed

Dr Gulzar Ahmed, also known as Crompton Medical Centre, is located at 1 Crompton Street, London W2 1ND. The practice is located on the ground floor of a purpose-built health centre. The premises are shared with another GP practice.

The practice provides NHS primary care services to approximately 3600 patients and operates under a General Medical Services (GMS) contract (GMS is a contract between NHS England and general practices for delivering general medical services and is the most common form of GP contract). The practice is part of the North West London Clinical Commissioning Group (CCG) and a network of local GP practices.

The practice is operated by the lead GP who employs three long-term locum GPs. The GPs are supported by a full-time clinical pharmacist who is an independent prescriber. In addition, the practice employs two part-time practice nurses and healthcare assistants. The administration team comprises the practice manager and a team of administrative and reception staff. Patients have the choice of a male or female GP.

The practice is open between 9am and 12.30pm and 1.30pm and 6.30pm Monday to Friday. Extended opening is provided on Monday from 6.30pm to 8pm. Patients who call the surgery between the core hours of 8am and 9am are advised to call NHS 111 or hold to be transferred to the GP out-of-hours service.

The practice population is characterised by higher than average levels of income deprivation and unemployment. Data also shows that around half of patients in the local area are from Black and Minority Ethnic groups.

The provider is registered as an individual with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures; treatment of disease, disorder or injury; maternity and midwifery services; family planning; and, surgical procedures.