

# Dr Dauod Yosuf Abdulrahman Shantir

## Inspection report

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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 summary

We previously carried out an announced comprehensive inspection of Dr Dauod Yosuf Abdulrahman Shantir on 14 November 2018 and found that the practice was in breach of Regulation 17: 'Good governance' of the Health and Social Care Act 2008. In line with the Care Quality Commission's (CQC) enforcement processes, we issued a warning notice which required the practice to comply with the Regulations by 11 March 2019.

The full report of the 14 November 2018 inspection can be found by selecting the 'all reports' link for the Dr Dauod Yosuf Abdulrahman Shantir practice on our website at .

We carried out this announced focussed inspection on 9 April 2019 to check whether the practice had addressed the issues in the warning notice and now met the legal requirement. This report covers our findings in relation to those requirements and will not change the current ratings held by the practice.

At this inspection on 9 April 2019 we found the provider had taken action to address the requirements of the Regulation 17 warning notice.

Our key findings were as follows:

- The practice had completed a number of risk assessments including infection prevention and control and a fire risk assessment. All actions in relation to these had been completed.
- There was a system for managing and maintaining the cold chain.
- Inadequate rates for cervical cytology was effectively monitored.
- There was a new suite of policies and procedures including safeguarding and infection prevention and control, these were version controlled and accessible to all staff on the practice computer shared drive.
- The practice had carried out its own patient satisfaction survey, the results of which were higher than the national GP patient survey.
- The practice had reviewed their exception reporting practices.

**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

## Our inspection team

The inspection included a Care Quality Commission lead inspector who was supported by a GP specialist advisor.

## Background to Dr Dauod Yosuf Abdulrahman Shantir

Dr Daoud Yosuf Abdulrahman Shantir is located in a residential area in East London within a purpose-built health centre, with one other GP practice and community services.

There are approximately 5200 patients registered with the practice. The practice has fewer patients aged over 65 years (6%) compared to the CCG average of 10% and the national average of 17%. Seventy Eight percent of patients are in paid work or full time education, which is higher than the CCG average of 68% and the national average of 62%, information published from Public Health England rates the level of deprivation within the practice population as three on a scale of one to ten. Level one represents the higher levels of deprivation and level ten the lowest.

The practice has a lead GP (male) and four regular locums, who complete a total of 22 sessions per week, there are two practice nurses who complete a combined total of 19 hours per week and a health care assistant and pharmacist. The practice also has a practice manager who is supported by a number of reception and administration staff members.

The practice is open from the following times:

- Monday 8am to 7:30pm

- Tuesday 8am to 7:30pm
- Wednesday 8am to 7pm
- Thursday 8am to 6:30pm
- Friday 8am to 7pm

Morning clinical sessions begin between 9:30am and 10am and end at 12:50pm. Afternoon clinical sessions begin between 2pm and 4pm and end at 6:30pm except for on a Wednesday where appointments end at 7pm.

Telephones lines are answered from 8am, the locally agreed out of hours service handles the practices incoming calls when they are not open. The practice is a part of the local HUB services, which provides their patients with GP and nurse appointments on weekday evenings and weekends when the practice is closed.

The practice has a General Medical Services (GMS) contract, this 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 registered with the Care Quality Commission to carry on the regulated activities of diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery services and family planning. All services are carried out in one location.