

# Dr Karim & Dr James-Authe

## Quality 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 rating for this service		Good	
Are services safe?		Good	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

This is a focused desk top review of evidence supplied by Dr Karim and Dr James-Authe for areas within the key question safe that required improvement following our full comprehensive inspection under the Health and Social Care Act 2008. At that inspection on 17 March 2016, the practice was rated good overall. However, within the key question safe, there were areas identified as requiring improvement, as the practice was not meeting the legislation at that time. The areas where the provider was told they must make improvements were as follows :

- Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment. The practice had a fire safety policy, fire risk assessments and had appointed two trained fire marshals. Whilst it was evident that requirements identified in the fire risk assessment for the Wyresdale Road surgery had been completed this was not the case at the Halliwell Road branch surgery. The fire risk assessment for the Halliwell Road branch surgery (conducted in June 2015) included the requirements to install a fire alarm, smoke detectors and emergency lighting at the premises. We were informed and saw evidence that these requirements were in the process of being

addressed within a month of our visit. Whilst we acknowledge the provider was committed to address the risks in respect of fire safety they must take action to ensure they reduce or remove the risks within a timescale that reflects the level of risks on people who use the services. Regulation 12(2)(d)

- Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment. At the time of our visit oxygen was not available for emergency use at the Wyresdale Road surgery or the Halliwell Road branch surgery. Oxygen is considered essential in dealing with certain medical emergencies. The provider must ensure that oxygen is available for emergency use when planning and delivering care and, where appropriate, treatment in such a way as to ensure the welfare and safety of patients. Regulation 12(2)(h)

This is a focused desk top review of evidence supplied by Dr Karim and Dr James-Authe for the areas of improvement identified within the key question safe. We received and assessed documentation to evidence that the practice had carried out their plan and now met the required level in relation to breaches in Regulation 12.

# Summary of findings

The overall rating for the practice remains as good and the practice is now rated as good for being safe. Our key findings were as follows:

- A Legionella Risk Assessment was completed on
- A fire risk assessment was completed on

- Actions relating to fire safety were carried out. Health and safety checks were undertaken.

**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?

Previously the practice was rated as requires improvement for providing safe services and this desk top review inspection was carried out to check that the improvements had been made. The full comprehensive report following the inspection on 17 March 2016 can be found by selecting the 'all reports' link for Dr Karim and Dr James-Authe on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

The practice is now rated as good for providing safe services.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how it had improved its practices in relation to the overview of safety systems and processes since the last inspection.

Evidence submitted by the practice, to show the actions taken, was as follows:

- A Legionella Risk Assessment for Haliwell House was completed on 27 May 2017 and we saw documents relating thereto.
- A fire risk assessment had been completed for Haliwell House on 16 June 2017 and we saw documents relating thereto.
- Actions relating to fire safety at Haliwell House were carried out and we saw pictures and documents relating thereto.
- Oxygen had been procured and we saw evidence to support that.

Good



### Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection on 17 March 2017. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Dr Karim and Dr James-Authe on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Good



### Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection on 17 March 2017. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Dr Karim and Dr James-Authe on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Good



### Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

Good



# Summary of findings

This rating was given following the comprehensive inspection on 17 March 2017. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Dr Karim and Dr James-Authe on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## Are services well-led?

The practice is rated as good for providing well led services.

This rating was given following the comprehensive inspection on 17 March 2017. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Dr Karim and Dr James-Authe on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

**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.

This rating was given following the comprehensive inspection on 17 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Dr Karim and Dr James-Authe on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Good



### People with long term conditions

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

This rating was given following the comprehensive inspection on 17 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Dr Karim and Dr James-Authe on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Good



### Families, children and young people

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

This rating was given following the comprehensive inspection on 17 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Dr Karim and Dr James-Authe on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Good



### 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)

This rating was given following the comprehensive inspection on 17 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Dr Karim and Dr James-Authe on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Good



### People whose circumstances may make them vulnerable

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

This rating was given following the comprehensive inspection on 17 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Dr Karim and Dr James-Authe on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Good



# Summary of findings

## People experiencing poor mental health (including people with dementia)

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

This rating was given following the comprehensive inspection on 17 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Dr Karim and Dr James-Authe on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Good



## Summary of findings



# Dr Karim & Dr James-Authe

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

A CQC Inspector reviewed and analysed the documentary evidence submitted by the practice in support of the actions they had taken to reach the required level of legislation.

## Background to Dr Karim & Dr James-Authe

Dr Karim and Dr James-Authe is a GP practice situated in the Wyresdale Road and Halliwell Road areas of Bolton. At the time of this inspection we were informed 8,050 patients were registered with the practice. The practice population experiences higher levels of income deprivation than the practice average across England. There is a similar proportion of patients above 65 years of age (15%) to the practice average across England (16%). The practice has a similar proportion of patients under 18 years of age (22%) than the practice average across England (23%). 62 per cent of the practice's patients have a longstanding medical condition compared to the practice average across England of 7%.

At the time of our inspection two GP partners and a long term locum GP were providing primary medical services to patients registered at the practice supported. The GPs were supported in providing clinical services by two practice nurses, one health care assistant and a practice pharmacist. Clinical staff was supported by the practice manager and the members of the practice reception/administration team. The opening times of the Wyresdale Road surgery were Monday to Friday 8am to 6.30pm. The opening times of the Halliwell Road branch Surgery were

Monday to Friday 9am to Noon and 3pm to 6pm. The practice is closed on Saturday and Sunday. The practice has opted out of providing out-of-hours services to their patients. In case of a medical emergency outside normal surgery hours advice was provided by the 111 services and Bury and Rochdale Doctors (BARDOC).

The practice website and patient information leaflet available at the practice details how to access medical advice when the practice is closed. Patients are also provided with these details via a recorded message when they telephone the practice outside the usual opening times. The practice contracts with NHS England to provide General Medical Services (GMS) to the patients registered with the practice.

## Why we carried out this inspection

We initially inspected this service as part of our new comprehensive inspection programme on 17 March 2016. At that inspection, within the key question safe, areas were identified as 'requires improvement', and the practice was not meeting the legislation at that time in relation to Regulation 12, Safe Care and Treatment.

This was a planned focused desk top review carried out on 19 October 2017 to check that the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

# Detailed findings

## How we carried out this inspection

Following the inspection on 17 March 2016 the practice supplied an action plan with timescales telling us how they would ensure they complied with Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to safety at the practice.

A CQC inspector reviewed and analysed the documentary evidence submitted and made an assessment of this against the regulations.

# Are services safe?

## Our findings

Previously the practice was rated as requires improvement for providing safe services and this desk top inspection was carried out to check that the required improvements had been made. The full comprehensive report following the inspection on 17 March 2016 can be found by selecting the 'all reports' link for Dr Karim and Dr James-Authe on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how it had improved its practices in relation to the overview of safety systems and processes since the last inspection and is now rated as good.

The evidence the practice supplied to satisfy the required improvements included :

### **Arrangements to deal with emergencies and major incidents**

- A Legionella Risk Assessment for Haliwell House was completed on 27 May 2017 and we saw documents relating thereto.
- A fire risk assessment had been completed for Haliwell House on 16 June 2017 and we saw documents relating thereto.
- Actions relating to fire safety at Haliwell House were carried out and we saw pictures and documents relating thereto.
- Oxygen had been procured and we saw evidence to support that.

A conventional fire alarm system was fitted which included smoke, heat and electronic sound detectors. Breakable glass call points, routine signs, and a fore zone alarm control panel. In addition, the necessary emergency lighting had been fitted. The practice provided photographic evidence to support the work that had been carried out at the property.

# Are services effective?

(for example, treatment is effective)

## Our findings

The practice is rated as good for providing effective services. This rating was given following the comprehensive

inspection on 17 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Dr Karim and Dr James-Authe on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## Are services caring?

### Our findings

The practice is rated as good for providing effective services. This rating was given following the comprehensive

inspection on 17 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Dr Karim and Dr James-Authe on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

The practice is rated as good for providing effective services. This rating was given following the comprehensive

inspection on 17 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Dr Karim and Dr James-Authe on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

## Our findings

The practice is rated as good for providing effective services. This rating was given following the comprehensive

inspection on 17 March 2016. The full comprehensive report following that inspection can be found by selecting the 'all reports' link for Dr Karim and Dr James-Authe on our website at [www.cqc.org.uk](http://www.cqc.org.uk).