

Dr Mohammed Nasir Imam

Inspection report

Gate Medical Centre
120 Washwood Heath Road
Birmingham
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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 location

Good 

Are services effective?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Dr Mohammed Nasir Imam on 13 September 2019 as part of our inspection programme.

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

- Are services at this location effective?
- Are services at thei location responsive?
- Are services at this location well-led?

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 have rated this practice as good overall and good for all population groups with the exception of the working age population group.

We found that:

- Patients received effective care and treatment that met their needs.
- The practice had a challenging population with high prevalence of diabetes. We found the practice was performing well against most patient outcome targets given the population needs.

- The practice had made positive progress to improve childhood immunisations and was achieving national targets.
- The practice had taken action to try and improve uptake of cancer screening programmes however, these were still significantly lower than local and national averages.
- Learning was encouraged and staff were given opportunities to develop the skills required for their roles and responsibilities.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The practice had taken action and made significant progress in improving patient satisfaction in relation to access to appointments.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should:**

- Continue to review action taken to improve uptake of national cancer screening to ensure it is working.
- Improve the recording of discussions around end of life care.
- Formalise processes for ensuring the competence of non-medical clinical staff working in advanced roles.
- Consider including more detail in practice meeting minutes for future reference and staff not in attendance.

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	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Requires improvement	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team consisted of a CQC lead inspector and a GP specialist advisor to CQC.

Background to Dr Mohammed Nasir Imam

Dr Mohammed Nasir Imam's practice (also known as Gate Medical Centre) is located in the Saltley area of Birmingham. The premises used by the practice are purpose built for providing primary medical services. There is a car park located next to the surgery with spaces for disabled patients.

Dr Mohammed Nasir Imam's practice is situated within the Birmingham and Solihull Clinical Commissioning Group (CCG) and provides services to 4,407 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. The practice is part of a local Primary Care Network.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The provider is a single handed male GP who registered with the CQC in 2013. The practice employs several regular male and female locum GPs, a practice nurse

(who is also a nurse prescriber) and three health care assistants. Other staff include a practice manager and data manager supported by a team of reception / administration staff.

The practice opening times are 9am to 7pm on a Monday and 9am to 6pm Tuesday to Friday. When the practice is closed during core hours the service has made arrangements with another provider to take calls. During the out of hours period patients can access primary medical services through an out of hours provider (BADGER). In addition extended access appointments are available to patients on a Wednesday evening and at the weekends at another local practice.

The area served by the practice has high levels of deprivation. Information published by Public Health England rates the level of deprivation within the practice population as one on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice population age distribution is similar to the CCG and national averages. The population is made up of patients from an Asian background (65%), white (20%) and black, mixed or other non-white ethnic groups (15%).