

# Dr E Ahmed's Practice

## Quality Report

(Also known as Darwen Healthlink)

Darwen Health Centre

Darwen

BB3 1PY

Tel: 01254 226600

Website: [www.darwenhealthlink.nhs.uk](http://www.darwenhealthlink.nhs.uk)

Date of inspection visit: 5 January 2017

Date of publication: 02/05/2017

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

## Contents

### Summary of this inspection

|                                             | Page |
|---------------------------------------------|------|
| Overall summary                             | 2    |
| The five questions we ask and what we found | 3    |
| The six population groups and what we found | 4    |
| What people who use the service say         | 6    |

### Detailed findings from this inspection

|                                     |   |
|-------------------------------------|---|
| Our inspection team                 | 7 |
| Background to Dr E Ahmed's Practice | 7 |
| Why we carried out this inspection  | 7 |
| How we carried out this inspection  | 7 |
| Detailed findings                   | 9 |

## Overall summary

### Letter from the Chief Inspector of General Practice

This is a focused desk top review of evidence supplied by Dr E Ahmed's Practice, for areas within the key question safe. The desk top review was conducted on 5 January 2017.

The practice was initially inspected on 25 August 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (HSCA). At that inspection, the practice was rated 'good' overall. However, we found that the practice was not meeting Regulation 19 Fit and proper persons employed. We found:

- The provider had not ensured that all appropriate pre-employment checks, including references and evidence of indemnity cover, had been carried out as part of the recruitment process for new staff.

- When the decision had been made not to carry out a check through the Disclosure and Barring Service, an appropriate risk assessment had not always been carried out to document the reasoning behind the decision.

The practice supplied an action plan and a range of documents which demonstrated they are now meeting the requirements of Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed.

Following this desktop review, we found the practice to be good in providing safe services.

**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.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to Regulation 19 Fit and proper persons employed since the inspection carried out in August 2016.

- Staff recruitment files had been reviewed and all appropriate pre-employment checks, including references were now appropriately recorded. Evidence of indemnity cover for self-employed Advanced Nurse Practitioners (ANP) was now held on record.
- A Disclosure and Barring Service check had been requested and received for all but one member of staff and this was pending.

Good



### Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



### Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



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

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



### Are services well-led?

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

This rating was given following the comprehensive inspection in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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.

This rating was given following the comprehensive inspection in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



# Summary of findings

## 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).

This rating was given following the comprehensive inspection in August 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



# Summary of findings

## What people who use the service say

As part of this focused desk top review we did not speak to any people who use the service.

# Dr E Ahmed's Practice

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

A CQC inspector reviewed and analysed the documentary evidence submitted.

## Background to Dr E Ahmed's Practice

Dr E Ahmed's practice (also known as Darwen Healthlink) is housed on the first floor of Darwen Health Centre along with two other GP practices and a range of other community healthcare services. A pharmacy also occupies the premises on the ground floor. There is a car park for

patients with allocated disabled spaces, and there is a lift to facilitate access to the first floor for patients experiencing mobility difficulties.

The practice delivers primary medical services to a patient population of approximately 13,300 patients under a General Medical Services (GMS) contract with NHS England. It is part of the NHS Blackburn with Darwen Clinical Commissioning Group (CCG).

The average life expectancy of the practice population is above the local average and slightly below the national average (81 years for females, compared to the local average of 80 and national average of 83 years, 77 years for males, compared to the local average of 76 and national average of 79 years). The practice's patient population has a slightly higher proportion of older people than the local averages, for example 17.9% are over the age of 65 (CCG average being 14.1% and national average 17.1%), 7.3% are over the age of 75 (CCG average 6.2%, national average

7.8%) and 2% are older than 85 (CCG average 1.7%, national average 2.3%). The proportion of the practice's patients with a long standing health condition is 54%, which is in line with the local and national average.

Information published by Public Health England rates the level of deprivation within the practice population group as three on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is staffed by five GP partners (all male) and one salaried female GP. Other clinical staff consist of five practice nurses, two long term locum advanced nurse practitioners and a health care assistant. Clinical staff are supported by two practice managers and a team of 19 reception and administration staff. A member of the administration team had also been trained to deliver smoking cessation services to patients within the practice.

The practice is open between 8am and 6.30pm Monday to Friday, with surgeries offered between 9am and 11.30 each morning and 4pm until 6.30pm each afternoon. Extended hours appointments are available on Monday and Wednesday evenings until 8pm. Outside normal surgery hours, patients are advised to contact the out of hour's service by dialling 111, offered locally by the provider East Lancashire Medical Services.

## Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 25 August 2016. This inspection was a planned focused desk top review to check whether the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health and Social Care Act

# Detailed findings

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.

## How we carried out this inspection

A CQC inspector reviewed and analysed the documentary evidence submitted.

# Are services safe?

## Our findings

At the inspection in August 2016 we found there were shortfalls in relation to Regulation 19 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Fit and proper persons employed.

Our key findings were as follows:

- The provider had not ensured that all appropriate pre-employment checks, including references and evidence of indemnity cover, had been carried out as part of the recruitment process for new staff.
- When the decision had been made not to carry out a check through the Disclosure and Barring Service, an appropriate risk assessment had not always been carried out to document the reasoning behind the decision.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to safe care and treatment since the inspection carried out in August 2016.

This report covers our findings in relation to those requirements. These arrangements had improved when we undertook a follow up desk top inspection on 5 January 2017. The practice is now rated as good for providing safe services.

The practice submitted evidence to show Disclosure and Barring Service (DBS) checks had been requested for all staff working in the practice. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable). DBS checks had been received for all but one member of staff and this was being processed.

The practice submitted evidence that Advanced Nurse Practitioners (ANP) had renewed their membership with the RCN and that they maintained this information on record in the practice. The practice provided documentary evidence to show membership with the Royal College of Nursing (RCN) included appropriate indemnity insurance cover for the Advanced Nurse Practitioners as the ANPs were considered to be self-employed.

# Are services effective?

(for example, treatment is effective)

## Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

# Are services caring?

## Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

# Are services well-led?

Good 

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

## Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>