

# Dr.A.Singh and Dr.S.Bicha

## Inspection report

Speke Neighbourhood Health Centre  
75 South Parade  
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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



# Overall summary

**This practice is rated as Good overall.** (Previous rating 13 March 2018 – Good)

The effective key question at this inspection is rated as: Good.

We carried out an announced focused inspection at Dr.A.Singh and Dr.S.Bicha on 27 February 2019 to follow up a breach of regulation from our last inspection carried out on 13 March 2018.

The full comprehensive report for the March 2018 inspection can be found by selecting the 'all reports' link for Dr.A. Singh and Dr.S. Bicha on our website at .

At the previous inspection of 13 June 2018, we rated the practice as 'good' overall but as 'requires improvement' in the effective key question. We identified a breach of Regulation 17 HSCA (RA) Regulations 2014 - Good governance. This was because the practice governance systems were implemented and reviewed on an ad hoc basis rather than as part of a clear governance framework. There was limited evidence of continuous clinical and internal audit. The systems and processes to support good governance were not always clearly set out.

This inspection was a follow up inspection to confirm that the provider had carried out their plan to meet the legal requirements. Our key findings were as follows:

- The provider had taken action to meet the breach of regulation.
- The systems and processes in place to ensure good governance had been reviewed and improved.

We also looked at action taken in response to the recommendations we had made to the provider following the last inspection visit. We found:

- New processes had been put into place to ensure all significant events were reviewed on an annual basis to identify themes and trends.
- The system in place for ensuring guidelines from NICE were used and monitored to deliver care and treatment that meet patients' needs had been reviewed and updated.
- Infection control training opportunities for staff had improved and staff were now attending annual updates.
- Patients on high risk medicines were reviewed and appropriately monitored. An audit had been completed of all patients on high risk medicines and appropriate actions were taken for the results.
- The workload of the practice nurse had been reviewed and feedback given indicated that time was now available to attend local networking meetings and annual training events.
- Patient care plans had been reviewed and updated appropriately.
- Opportunities for staff to attend training relating to the consent and decision-making requirements of legislation and guidance, including the Mental Capacity Act 2005 had improved. All clinical staff had now received this training.
- The provider had sought advice and information from the buildings management team to ensure that appropriate health and safety risk assessments were completed and any issues identified have been addressed. A copy of the latest health and safety risk assessment for the building was presented during inspection.

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

**Please refer to the evidence table for further information.**

## Population group ratings

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

## Our inspection team

The inspection was carried out by a Care Quality Commission (CQC) lead inspector.

## Background to Dr.A.Singh and Dr.S.Bicha

Dr.A. Singh and Dr.S. Bicha is registered with CQC to provide primary care services, which include access to GPs, family planning, ante and post-natal care. The practice is a newly formed GP partnership working in the centre of Liverpool in a deprived area of the city. The practice has a General Medical Services (GMS) contract with a registered list size of 2434 patients (at the time of inspection).

The practice had a high proportion of patients between the ages of 25-34. The practice has two GP partners, male and female, a practice nurse and a number of administration and reception staff. The practice operates from 8am to 6.30pm daily. Patients can book appointments in person, via the telephone or online. The practice provides telephone consultations, pre-bookable consultations, urgent consultations and home visits.

The practice treats patients of all ages and provides a range of primary medical services. Home visits and telephone consultations were available for patients who required them, including housebound patients and older patients. There are also arrangements to ensure patients receive urgent medical assistance out of hours when the practice is closed.

The practice offers a range of enhanced services including spirometry, near patient testing, flu and shingles vaccinations, anticoagulant monitoring and joint injections. The practice is part of the Liverpool Clinical Commissioning Group.