

Dr Moujaes & Dr Mannan

Inspection report

The Surgery
7-9 Manchester Road, Haslingden
Rossendale
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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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Outstanding 

Overall summary

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions Safe, Effective and Well led. The service was previously inspected in January 2016 and rated good.

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, with key question well led and older people population group rated outstanding.

We rated the practice as **outstanding** for providing well-led services because:

- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.
- The practice was committed to working with the local community and the primary care network to ensure clinical assessments, health education and clinical education was promoted and shared to ensure effective, consistent care and treatment was provided to patients.
- There was a focus of working with the local and wider community to foster, promote and deliver high quality effective integrated care.
- A continuous cycle of performance monitoring and improvement was established so patients received effective care and treatment that met their need.

We also rated the practice as **good** for providing safe and effective services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice recognised the different challenges vulnerable and older people faced and implemented strategies of monitoring and direct support to make sure these people received effective care, treatment and support quickly.

- The areas identified at the previous inspection in January 2016, where improvements could be made had all been addressed.

We saw areas of **outstanding** practice including:

- The care coordinator role, which provided a direct point of contact for patients identified as vulnerable and older and who monitored unplanned admissions to hospital and undertook post discharge reviews. These patients were referred to community health support services and signposted to care support networks such as Dementia Connect or Carers' Link Lancashire.
- Clinicians were allocated specific time (Quality Sessions) to undertake reviews of patient registers to promote health prevention.
- There was a commitment to providing health education to people living in the local communities.
- The practice had been proactive in their approach to ensuring effective continuous professional development for GPs in East Lancashire.
- The patient waiting area displayed a range of QR (Quick Response) codes that patients could scan on their smart phones and this would provide information on how to self-care for different ailments.

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

- Maintain a written log of vaccines with expiry dates held in the fridges.
- Record the informal monitoring and review of performance of those staff working in advanced roles in order to be assured staff are working within their competencies.
- Continue to take action to improve achievements for cervical screening

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

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist advisor.

Background to Dr Moujaes & Dr Mannan

Dr Moujaes and Dr Mannan, also known as The Surgery, is located at 7-9 Manchester Road, Haslingden, Rossendale BB4 5SL and is part of the NHS East Lancashire Clinical Commissioning Group (CCG). The practice delivers primary medical services to a patient population of approximately 4879 people via a general medical services contract with NHS England. It is registered with CQC to provide the regulated activities diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures and maternity and midwifery services.

Information published by Public Health England rates the level of deprivation within the practice area as five on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Life expectancy in the practice geographical area is below the England average for males at 77 years and 82 years for females (England average 79 and 83 years respectively).

The proportion of the practice population aged 65 years and over is 18.5% which is slightly higher than the England average of 17.4%. The percentage of patients aged 75 years and over is also slightly higher at 8.5%

when compared to the England average of 7.7%. The percentage of patients aged less than 18 years is also slightly higher than the England average at 22% compared to 20.7%.

The practice has two GP partners (both male). The practice employs a practice manager, an operations manager, a business manager, an advanced nurse practitioner, a practice nurse, one healthcare assistant, one phlebotomist and a team of reception and administrative staff.

The practice is a teaching practice for medical students and a training practice for post qualified doctors and those who are training to be a GP.

The practice opens between 8am and 6.30pm Monday to Friday with extended hours for patients offered from 7am on Wednesdays and Thursdays.

Out of Hours services are provided by East Lancashire Medical Services and contacted by telephoning NHS 111.

The practice provides online access for patients to book appointments and order prescriptions.