

Dr Naz Asghar

Inspection 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 location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr Naz Asghar on 3 July 2019 as part of our inspection programme.

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.

We rated the practice as **good** for providing safe, effective, caring, responsive and well led services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs. The practice could demonstrate good patient outcomes were delivered.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- Staff treated patients with kindness and respect and involved them in decisions about their care. The practice ethos was to provide an accessible and approachable patient-orientated service.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. Leaders had the capacity and skills to deliver high-quality, sustainable care. They had a shared purpose, strived to deliver and motivated staff to succeed.
- Feedback from patients who used the service, those close to them and external stakeholders was positive about the way staff cared for patients.
- Staff told us they felt supported and engaged with managers and there was a strong focus on continuous learning and improvement at all levels of the organisation.

Although there were no breaches of regulations, the practice **should**:

- Continue to monitor patient satisfaction levels and consider ways in which to ensure they remain at satisfactory levels.

Please refer to the detailed report and the evidence tables for further information.

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)	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 and included a GP specialist adviser.

Background to Dr Naz Asghar

Dr Nas Asghar (also known as Welcome Practice) is located within the Ealing local authority and is one of 77 practices serving the NHS Ealing Clinical Commissioning Group (CCG) area. It provides primary medical services to approximately 3,600 patients.

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

The practice has a large proportion of patients registered who are of working age; 65.2% are aged 18-64 and is comparable to the CCG and national averages of 67.9% and 62% respectively. Of the patients registered with the practice, 14% are White British, 2.7% are from mixed race ethnic groups, 65.5% are Asian, 11.7% are Black African with the remaining 6.1% being of other races.

The practice is led by a female GP principal who is contracted to provide General Medical Services (GMS)

and who is registered with the CQC for the following regulated activities: treatment of disease, disorder or injury; diagnostic and screening procedures and maternity and midwifery services.

The principal GP is supported by a male salaried GP, a female practice nurse, a male health care assistant, a practice manager, an administration manager and three administrators/receptionists.

The practice provides a range of services including maternity care, childhood immunisations, chronic disease management and travel immunisations and several enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract) including childhood immunisation, learning disability health checks, extended opening hours, and rotavirus and shingles immunisations. Private travel vaccinations are offered in addition to those available free of charge on the NHS.