

# Dr Hafeez and Partner

## Inspection report

Sutton Medical Practice  
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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 Hafeez and Partner on 29 May 2019 to as part of our inspection programme.

At this inspection we followed up on breaches of regulations identified at the last inspection.

The practice was inspected on 20 January 2015 and was found to be in breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. It was rated as inadequate and placed in special measures.

We inspected on 12 October 2015 and found that improvements had been made. The practice was rated as requires improvement as there were areas that still needed improvement in the key questions of effective and caring.

We inspected again on 13 June 2017. We found that effectiveness had improved, but services had not improved for the caring key question. Although the practice was rated good overall, the caring key question remained requires improvement.

At the last inspection on 2 October 2018 we found that the improvements the practice had made had not been sustained. Practice leaders had not established sufficient policies, procedures and activities to ensure safety or assured themselves that they were operating as intended. Some of the issues we identified at that inspection had been raised with the practice previously and had not been effectively addressed. We rated the practice as inadequate overall (because it was rated as inadequate for the key questions safe and well-led), requires improvement for the key questions effective and caring, and good for the responsive key question.

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 found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. Practice partners were leading on aspects of safety where issues were identified previously.
- Patients received effective care and treatment that met their needs. The practice had taken effective action to improve areas of below average or below target performance.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way. The practice sought and acted upon patient feedback.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. Governance and communication had been strengthened since the last inspection.

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

- Continue to monitor areas where improvements to safety, clinical care and governance have been made, to ensure they continue to be effective.
- Improve policies for handling significant events, whistleblowing and complaints to make sure they contain sufficient detail, and monitor complaints to ensure they are managed in line with legislation.

Following the inspection on 29 May 2019, the practice is rated as good for all key questions and all population groups. We have changed the ratings for this practice to reflect the improvements made and the practice will be removed from special measures.

**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

<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

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

## Background to Dr Hafeez and Partner

Sutton Medical Practice is a medium sized practice based in Sutton. The practice is registered as a partnership with the Care Quality Commission (CQC) to provide the regulated activities of: treatment of disease, disorder or injury; diagnostic and screening procedures and family planning services; and maternity and midwifery services at one location. The practice has a Personal Medical Services (PMS) contract and provides a full range of essential, additional and enhanced services including maternity services, child and adult immunisations, family planning, sexual health services and minor surgery.

The practice has two principal GP partners (who work four sessions per week), one GP working four sessions per week and two regular locum GPs. There is a good mix of female and male staff. The practice has two practice nurses working 30 – 34 hours per week combined, one reception staff member who works 6 hours per week as a healthcare assistant, a practice manager, an assistant practice manager and six other non-clinical staff.

The practice is open between 8am and 8pm Monday to Friday, apart from Wednesday when the practice closes at 6.30pm. GP appointments are from 9am to 12pm every

morning and in the afternoon until 8pm on Monday, Tuesday, Thursday and Friday. On Wednesday, appointments are available until 6.30pm. The practice was also open on a Saturday morning for pre-booked patients. When the practice is closed, the telephone answering service directs patients to contact the out of hours provider.

The practice has approximately 4400 patients. The ethnicity of most patients is white British. There are approximately 11% of Asian patients, 5% black patients, 4% mixed race patients and 1% other white patients. Compared to other practices in England, the practice has slightly more patients aged under 18, and a slightly smaller proportion of patients aged over 65. Life expectancy of patients is slightly below local and national averages. Most patients are in the age category aged 15 – 64. The practice population is on the 8th decile for deprivation (with 10 being the least deprived), and lower than average on measures of income deprivation affecting older people and children. Compared to other practices in England, more patients are unemployed.