

Sayeed Medical Practice

Inspection report

352 East Park Road
Leicester
Leicestershire
LE5 5AY
Tel: 0116 323 2030
www.sayeedmedicalcentre.co.uk

Date of inspection visit: 22 March 2019
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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 Sayeed Medical Centre on 22 March 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 found that:

- 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.
- 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 way the practice was led and managed promoted the delivery of high-quality, person-centred care.

The areas where the provider **should** make improvements are:

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Include salaried and long term locum GPs' in the practice annual appraisal programme.
- Review the immunisation status of staff as per the requirements of the 'Green Book' Immunisation Against Infectious Diseases.

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	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 advisor.

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Background to Sayeed Medical Practice

Sayeed Medical Centre is located at 352 East Park Road, Leicester, LE5 5AY. The surgery has good transport links and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning; maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

Sayeed Medical Centre is situated within the Leicester City Clinical Commissioning Group (CCG) and provides services to 4,248 patients under the terms of an alternative provider medical services (APMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a federation of GPs who registered with the CQC in September 2017. The practice employ

two male and one female GPs, a long term male locum GP, a practice nurse, two health care assistants and a number of administration staff. The practice is part of the local wider neighbourhood network of GP practices.

There are higher than average number of patients under the age of 18 and fewer patients aged over 65 registered at the practice compared with national averages. The National General Practice Profile states that 70% of the practice population is from an Asian background with a further 12.5% of the population originating from black, mixed or other non-white ethnic groups.

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.