

Haider Practice

Inspection report

St. Johns Building
162 St. John's Hill
London
SW11 1SW
Tel: 020 8812 4172
www.haiderpractice.co.uk

Date of inspection visit: 25 February 2020
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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 Haider Practice on 25 February 2020 as part of our inspection programme.

We based our judgement on 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 except for Working age people (including those recently retired and students) which is rated as requires improvement.

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

- There were appropriate processes in place to keep patients safe; however some areas of premises risk assessments and actions had not been fully addressed where the practice did not own the building.
- Policies and procedures were monitored, reviewed and updated.

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

- Patients' needs were assessed, and care and treatment were delivered in line with current legislation, standards and evidence-based guidance; however, the uptake for cervical screening and childhood immunisations were slightly below average.
- There was evidence of quality improvement activity.

We rated the practice as **good** for providing caring services because:

- The practice respected patients' privacy and dignity.

- Patient feedback from the GP patient survey results were in line with local and national averages.
- Staff dealt with patients with kindness and respect and patients we spoke to indicated that they were involved in decisions about their care.

We rated the practice as **good** for responsive services because:

- Feedback from the GP patient survey indicated that respondents' ease of access care and treatment was in line with local area and national averages.

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

- There was a clear leadership structure and staff felt supported by management. The practice proactively sought feedback from staff and patients, which it acted on.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.

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

- Improve communication with the building management team so actions from risk assessments, including fire and infection control, are actioned and that the practice receives evidence that they have been completed.
- Consider ways to improve uptake for childhood immunisations and cervical screening.
- Undertake staff training on safeguarding in line with updated guidance.

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)	Requires improvement	
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 second CQC inspector and a GP specialist advisor.

Background to Haider Practice

The Haider Practice provides primary medical services in Wandsworth to approximately 5,200 patients and is one of 39 member practices in the NHS Wandsworth Clinical Commissioning Group (CCG). The practice operates under a General Medical Services (GMS) contract and is based in an area with a deprivation score of seven out of 10 (10 being the least deprived). The practice population of under five year olds is above the CCG and the national average.

The practice can be accessed by the following link:
www.haiderpractice.co.uk

Services are provided from St John's Therapy Centre, 162 St John's Hill, London, SW11 1SW with extended hours being offered on a Tuesday and Wednesday. Additional services and extended hours on a Saturday are available from the providers other practice, Brocklebank Group

Practice. The centre is a purpose-built facility with occupancy shared between two GP practices and a range of community health services. The practice has its own reception desk and notice board but all patients using the centre share a waiting room.

The practice opens between 8am and 6.30pm Monday, Thursday and Friday, from 8am to 8pm Tuesday and 8am to 7pm Wednesday. Appointments are available in one morning and one afternoon session daily. Appointments are available from 8.30am to 11.30am on Saturdays at Brocklebank Group Practice.

The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of treatment of disease, disorder or injury, maternity and midwifery services, family planning and diagnostic and screening procedures.