

Dr IK Babar

Quality Report

Floor 2, The Croft Shifa Health Centre
Belfield Road
Rochdale
OL16 2UY
Tel: 01706 261883
Website: www.croftshifahealthcentre.co.uk

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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 service

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

This is a focused desk top review of evidence supplied by Dr Babar for one area within the key question responsive. We found the practice to be good in providing responsive services. Overall the practice is rated as good.

The practice was previously inspected on 1 November 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection the practice was rated good overall. However, within the key question responsive, areas were identified as requiring improvement because the practice was not meeting requirements at that time.

- They did not show that details of complaints and significant events were discussed in meetings with non clinical staff.

- The provider should further improve, embed and monitor patients satisfaction in the services provided.

The practice provided us with an action plan detailing how they were going to make the required improvements.

The full comprehensive report following the inspection on the 1 November 2016 is available on our website at www.cqc.org.uk/location/1-549549831

The focused desk top review of evidence on 9 May 2017 was to confirm the required actions had been completed and award a new rating in the domain of responsive, if appropriate.

The practice has submitted to CQC, a range of documents which demonstrate they are now meeting requirements

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

This rating was given following the comprehensive inspection on 1 November 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-549549831

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection on 1 November 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-549549831

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection on 1 November 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-549549831

Good



Are services responsive to people's needs?

The practice is now rated as good for being responsive to people's needs.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practises in relation to how they have acted on feedback received from patients since the last inspection and how details of complaints and significant events are discussed with non clinical staff.

Evidence submitted included:

- The recruitment of a full time female GP partner which had increased the number of appointments available.
- The recruitment of a full time practice nurse which had increased the number of appointments available with a nurse.

Good



Summary of findings

- The confirmation of order of a new Cisco telephone system. This is planned with other practices in Greater Manchester. The number of incoming lines will be increased and callers will be able to queue in turn for their call to be answered or call back at a less busy time.
- The results of a survey carried out by the practice which showed improved patient satisfaction.
- The practice are working with a group of practices called Rochdale Health Alliance and will be carrying out an additional patient survey to further improve and monitor patient satisfaction.
- Minutes of meetings that showed complaints and significant events were shared with non clinical staff.

Are services well-led?

The practice is rated as good for being well led.

This rating was given following the comprehensive inspection on 1 November 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-549549831

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection on 1 November 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-549549831

Good



People with long term conditions

The practice is rated as good for the care of people with long term conditions.

This rating was given following the comprehensive inspection on 1 November 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-549549831

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection on 1 November 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-549549831

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students).

This rating was given following the comprehensive inspection on 1 November 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-549549831

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection on 1 November 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-549549831

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection on 1 November 2016. A copy of the full report following this inspection is available on our website:

www.cqc.org.uk/location/1-549549831

Good



Dr IK Babar

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the documentary evidence submitted.

Background to Dr IK Babar

The practice of Dr IK Babar provides primary medical services in Rochdale from Monday to Friday. The surgery is open Monday and Friday between 8am to 6.30pm, Tuesday and Wednesday between 7.30am to 6.30pm and Thursday between 8am and 8pm.

Appointments with a GP at the practice are available at the following times:

Monday and Friday 8.30am to 11.50am and 2.30pm to 5.20pm.

Tuesday and Wednesday 7.40am to 11.50am and 2.30pm to 5.20pm

Thursday 8.30am to 11.50am and 2.30pm to 7.20pm.

Dr Babar's practice is situated within the geographical area of Heywood, Middleton and Rochdale Clinical Commissioning Group (CCG) and is responsible for providing care to 8497 patients, 80% of which are of South Asian origin.

The practice has a General Medical Services (GMS) contract. The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

The practice consists of three male GP partners and one female long term locum GP, one part time practice nurse and two health care assistants and is supported by a practice manager and a support team. It is a teaching practice with regular medical students.

When the practice is closed patients are directed to the out of hour's service run by Bury and Rochdale Doctors on Call (BARDOC)

The practice is part of a group of practices who offer appointments to a GP and practice nurse seven days a week.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 1 November 2016. At this inspection, within the key question responsive, identified as 'requires improvement', as the practice was not meeting the requirements at that time.

This inspection was a focussed desk top review to check whether the provider had taken the required action and was now meeting the requirements associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How we carried out this inspection

We carried out a desk-based focused inspection of Dr Babar's practice on 9 May 2017. This involved reviewing evidence that:

Detailed findings

- Staff meetings were held where complaints and significant events were discussed and minutes of these meetings showed details of this.
- The practice had improved and were monitoring patient satisfaction and that this was an embedded process.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

Please note this is a focused inspection of the overview of systems and processes within the key question responsive. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site

www.cqc.org.uk/location/1-549549831

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused inspection of the overview of systems and processes within the key question responsive. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site

www.cqc.org.uk/location/1-549549831

Are services caring?

Our findings

Please note this is a focused inspection of the overview of systems and processes within the key question responsive. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site

www.cqc.org.uk/location/1-549549831

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

The practice was previously inspected on 1 November 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question responsive, was identified as requires improvement, as the practice was not meeting the legislation at that time;

At this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements

Evidence submitted included:

- The recruitment of a full time female GP partner which had increased the number of appointments available.

- The recruitment of a full time practice nurse which had increased the number of appointments available with a nurse.
- The confirmation of order of a new Cisco telephone system. This is planned with other practices in Greater Manchester. The number of incoming lines will be increased and callers will be able to queue in turn for their call to be answered or call back at a less busy time.
- Minutes of meetings that showed complaints and significant events were shared with non clinical staff.
- The results of a survey carried out by the practice which showed improved patient satisfaction.
- The practice are working with a group of practices called Rochdale Health Alliance and will be carrying out an additional patient survey to further improve and monitor patient satisfaction.

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Please note this is a focused inspection of the overview of systems and processes within the key question responsive. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site

www.cqc.org.uk/location/1-549549831