

Dr Ashar's Practice

Inspection report

Dr Ashar's Practice at Vicarage Lane Health Centre
10 Vicarage Lane
London
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Date of inspection visit: 28 September 2020
Date of publication: 22/10/2020

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?

Requires improvement 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr Ashar's Practice on 28 September 2020 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
- what we found during a remote records review
- 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 from avoidable harm.
- There were effective systems to share learning.
- Risks were adequately mitigated.
- Patients received effective care and treatment that met their needs.
- 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 care.
- The practice did not achieve the childhood immunisation targets.
- There was low patient satisfaction with some elements of services provided.

The practice **should**:

- Continue to work to improve childhood immunisation uptake.
- Continue to work to improve patient satisfaction with services provided.
- Continue the ongoing work to identify patient carers to ensure they are provided with the support and information they need.

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

The inspection team included a lead CQC inspector who attended the practice and a GP specialist advisor, who carried out a remote records review.

Background to Dr Ashar's Practice

Dr Ashar's practice is situated within Newham Clinical Commissioning Group (CCG) in East London and is located in a health centre, leased from the local NHS Trust and is shared with other community health services.

The practice is registered with the CQC to carry out the following regulated activities – diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice provides NHS services through a General Medical Services (GMS) contract to approximately 9,000 patients.

Sixty five percent of patients at the practice are from a black and ethnic minority group and 39% of patients have a long-standing health condition, compared to the CCG average of 42% and the national average of 51%.

There is one female GP principal, who is supported by three female salaried GPs and one male regular locum who complete a combined total of 18 sessions a week.

There is an advanced nurse practitioner who completes eight sessions a week and a practice nurse who completes four sessions per week. There is also a practice manager who is supported by a team of reception and administrative staff members.

The practice is open Monday to Friday from 8am to 6:30pm and Saturday from 8am to 12pm. Appointment times are as follows:

- Monday, Wednesday and Friday 8am to 12pm and 2pm to 6pm
- Tuesday and Thursday 8am to 12pm and 2pm to 6:15pm
- Saturday 8am to 12pm
- The locally agreed out of hours provider covers calls made to the practice when it is closed, and it is part of the local HUB which provides GP and nurse appointments on weekday evenings and weekends when the practice is closed.