

# Dr Agha & Siddique

## Inspection report

99 Tyrone Road  
Thorpe Bay  
Southend On Sea  
Essex  
SS1 3HD  
Tel: 01702 582670

Date of inspection visit: 26 September 2018  
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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?

Are services caring?

Are services responsive?

Are services well-led?

# Overall summary

**This practice is rated as Good overall.** (Previous rating 04/10/2017 – Good)

We carried out an announced comprehensive inspection at Dr Agha and Siddique on 4 October 2017. The overall rating for the practice was good, with requires improvement for safe. The full comprehensive report on the October 2017 inspection can be found by selecting the 'all reports' link for Dr Agha and Siddique on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

The key question at this inspection is rated as:

Are services safe? – Good

We carried out an announced focused inspection at Dr Agha & Siddique on 26 September 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified in our previous inspection on 4 October 2017. We inspected the key question safe as this area related to the breach of regulation.

This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

At this inspection we found:

- A legionella risk assessment had been carried out and there was a legionella management policy in place at the practice. There were processes in place to monitor and control the risk of legionella.
- Prescription stationery was stored securely and there was system in place to monitor its distribution throughout the practice.
- The practice had identified 2.2% of the patient list as carers. The practice offered support to carers, including annual health reviews and information packs.
- The Patient Participation Group (PPG) was led by the patients.
- There was a system in place to monitor training that had been identified by the practice as mandatory for all staff. The records showed that most training was up to date and organised for the future where required.

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

**Please refer to the detailed report and the evidence tables for further information.**

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector and included a second inspector.

## Background to Dr Agha & Siddique

Dr Agha & Siddique provides a range of primary medical services from its premises at Thorpe Bay Surgery, 99 Tyrone Road, Thorpe Bay, Southend-On-Sea, Essex, SS1 3HD. The practice has a registered manager in place. (A registered manager is an individual registered with CQC to manage the regulated activities provided).

The practice serves a population of approximately 7,099 and is a teaching and training practice. The area served is less deprived compared to England as a whole. The practice population is mostly white British with South Asian and Central and Eastern European communities. The practice serves an above average population of those aged 50 years and over. There is a lower than average population of those aged from 0 to 9 years and 20 to 44 years.

The clinical team includes two GP partners (one male and one female), two salaried GPs (one male and one female), two female trainee GPs, one nurse prescriber, one

practice nurse and one healthcare assistant. The team is supported by a practice manager and seven other secretarial, administration and reception staff. The practice provides services under a General Medical Services (GMS) contract (a nationally agreed contract with NHS England).

The emergency phone line is open from 8am to 8.30am daily. The practice is open from 8.30am to 6.30pm Monday to Friday. Between 1pm and 3pm daily the doors are closed but the phone lines remain open. There is extended opening every Monday until 8pm. With the exception of Tuesdays from 1pm when there is no surgery, in general appointments are available from 9.30am to midday and 4pm to 6.30pm Monday to Friday, with slight variations depending on the doctor and the nature of the appointment.

An out of hours service for when the practice is closed is provided by Integrated Care 24 (IC24).

## Are services safe?

At our previous inspection on 4 October 2017, we rated the practice as requires improvement for providing safe services. This was because there was an absence of Legionella risk assessments, and appropriate monitoring checks. There was also a lack of security and monitoring of prescription stationery.

When we undertook a follow up inspection of the service on 26 September 2018, we found arrangements had improved.

**We rated the practice as good for providing safe services.**

### **Safety systems and processes**

The practice had clear systems to keep people safe and safeguarded from abuse.

- A legionella risk assessment and policy were in place. Checks had been implemented following recommendations from the risk assessment.

### **Appropriate and safe use of medicines**

The practice had reliable systems for appropriate and safe handling of medicines.

- We saw that prescription stationery was stored securely and that there was a system in place to monitor the blank prescription stationery.