

Dr Anis and Anis

Inspection report

Golborne Health Centre
Kidglove Road, Golborne
Warrington
Cheshire
WA3 3GS

Tel: 01942 481600
www.highstreetmedicalcentre.co.uk

Date of inspection visit: 30 May 2019
Date of publication: 05/08/2019

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

Inadequate



Are services safe?

Inadequate



Are services effective?

Inadequate



Are services caring?

Requires improvement



Are services responsive?

Requires improvement



Are services well-led?

Inadequate



Overall summary

This practice is rated as Inadequate overall. (Previous rating 18 October 2019 – (Inadequate))

The key questions at this inspection are rated as:

Are services safe? – Inadequate

Are services effective? – Inadequate

Are services caring? – Requires Improvement

Are services responsive? – Requires Improvement

Are services well-led? – Inadequate

We carried out an announced comprehensive inspection at Dr Anis and Anis on 30 May 2019 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This full comprehensive inspection took place following concerns found at the previous inspection on 18 October 2018 resulting in a rating then of 'Inadequate'. Two warning notices for Regulation 12 Safe Care and Treatment and Regulation 17 Good governance were issued and the practice was placed in special measures. A follow up inspection to check the progress of the improvements highlighted in the warning notices took place on 4 February 2019 and we noted some improvement had taken place. This most recent inspection was to measure the improvements made to date.

At this inspection we found:

We identified that not all improvements from the previous inspection in 18 October 2018 had been made and found new serious concerns resulting in continuing breaches of regulation.

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

- There was evidence that some patients on high risk medicines were not being monitored appropriately and consultation records were inadequately detailed.

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

- Continuing concerns were found regarding the level of detail recorded in medical records.

- Coding for medication reviews had been added to the clinical system with no evidence of these reviews taking place therefore patients were not receiving the monitoring they required. A large number of these had been completed when the surgery was closed and on the same day.
- There were some patients identified with a raised indicator for diabetes but had not had a coded diagnosis of diabetes or pre-diabetes and therefore not been followed up or offered appropriate management.

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

- Leaders had not demonstrated the capacity or capability to make required improvements or provide safe care to patients.
- At the pre-inspection briefing we were informed by the lead GP that the workload at the practice was now unmanageable for clinical and administration staff

These areas affected all population groups so we rated all population groups as **inadequate**.

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

- The GP National Survey data was below the CCG and National averages for providing caring services.

We rated the practice as **requires improvement** for providing responsive services because:

- The GP National Survey data was below the CCG and National averages for providing responsive services.
- There was insufficient data presented that demonstrated that quality had improved in response to complaints and no evidence that this was considered.

The areas where the provider **must** make improvements as they are in breach of regulations are:

- Ensure care and treatment is provided in a safe way to patients.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

This service was placed in special measures following the inspection on 18 October 2018. Insufficient improvements have been made such that there remains an overall rating of inadequate. We will now be taking action in line with our

Overall summary

enforcement procedures to begin the process of preventing the provider from operating the service. This will lead to cancelling their registration or to varying the terms of their registration. The practice will remain in special measures.

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	Inadequate 
People with long-term conditions	Inadequate 
Families, children and young people	Inadequate 
Working age people (including those recently retired and students)	Inadequate 
People whose circumstances may make them vulnerable	Inadequate 
People experiencing poor mental health (including people with dementia)	Inadequate 

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser, a practice manager specialist adviser and a second inspector.

Background to Dr Anis and Anis

Dr Anis and Anis is the registered provider and provides primary care services to its registered list of 4725 patients. The practice delivers commissioned services under the General Medical Services (GMS) contract and is a member of NHS Wigan Borough Clinical Commissioning Group (CCG).

The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures; family planning; maternity and midwifery services; surgical procedures, and treatment of disease, disorder and injury.

Regulated activities are delivered to the patient population from the following address:

Golborne Health Centre
Kidglove Road
Golborne
WA3 3GS

The practice has a website that contains information about what they do to support their patient population and the in house and online services offered:

There are three GPs (two female and one male), and they are supported by two practice nurses. There is also a practice manager and supporting administration staff. This is a teaching practice for second year foundation doctors.

The average life expectancy and age profile of the practice population is broadly in line with the CCG and national averages. Information taken from Public Health England placed the area in which the practice is located in the fifth less deprived decile (from a possible range of between 1 and 10). In general, people living in more deprived areas tend to have greater need for health services.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours service through NHS 111. Additionally, patients can access GP services in the evening and on Saturdays and Sundays through the Wigan GP access alliance at locations across Wigan Borough.

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity

Diagnostic and screening procedures
Family planning services
Maternity and midwifery services
Surgical procedures
Treatment of disease, disorder or injury

Regulation

Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment

Notice of Proposal for cancellation of registration

Regulated activity

Diagnostic and screening procedures
Family planning services
Maternity and midwifery services
Surgical procedures
Treatment of disease, disorder or injury

Regulation

Regulation 17 HSCA (RA) Regulations 2014 Good governance

Notice of Proposal for cancellation of registration