

Pak Health Centre - R Bhatti

Inspection report

Pak Health Centre
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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?	Requires improvement 
Are services caring?	Good 
Are services responsive?	Good 
Are services well-led?	Good 

Overall summary

We carried out an announced comprehensive inspection at Dr R Bhatti, Pak Health Centre on 11 September 2019 as part of our inspection programme.

The practice was rated as requires improvement for all key questions and requires improvement overall at the previous inspection in April 2018. You can read the report from our last comprehensive inspection on 4 April 2018; by selecting the 'all reports' link for Pak Health Centre – R Bhatti on our website at www.cqc.org.uk.

This report covers our findings in relation to improvements made since our last inspection and any additional improvements we found at this inspection. The report covers our findings in relation to all five key questions and six population groups.

We based our judgement of 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 families, children and young people and working age people (including those recently retired and students) which were rated as requires improvement.

We rated the practice as requires improvement for providing effective services for families, children and young people and working age people (including those recently retired and students) because:

We found that:

- Childhood immunisation rates were lower than local and national averages.
- Cancer screening targets were lower than local and national averages.

We rated the practice as good for providing safe, caring, responsive and well led services because:

We found that:

- The practice had completed an infection control audit and had an action plan in place. Evidence provided showed the practice was acting on the identified concerns.

- We found the majority of staff had the appropriate vaccinations relevant to their role, however the practice was unable to demonstrate that some of the clinical staff were up to date.
- Since the previous inspection the practice had implemented a weekly test of the water supply to monitor temperatures as part of their actions to safeguard patients from legionella.
- The practice had reviewed its safety procedures to ensure where COSHH items were stored they were kept in secured locked areas.
- A training matrix had been implemented to monitor all staff were up to date with training relevant to their role.
- Since the previous inspection the practice had implemented systems to ensure prescription stationery was kept secure. This included a log of prescriptions being used.
- The practice had produced questionnaires in a range of languages to ensure all patients at the practice had the opportunity to share their views on the services provided. Following the inspection we received further evidence to support the practice were monitoring patient feedback on access which demonstrated positive results.
- The practice had effective systems in place to monitor patients on high risk medicines. We found four patients on high risk medicines, on reviewing each patient record we found appropriate reviews and monitoring was in place and alerts were on patients' records to ensure all staff were aware patients were on this specific group of medicines.
- New staff had been employed since the previous inspection, including nursing and administration staff to manage staff absence and to offer more appointment availability.
- The practice had reviewed their system for the monitoring of incidents, significant events and complaints. They had implemented a system to monitor trends and analyse information to minimise future risk and improve patient satisfaction.
- The complaints procedures had been strengthened to ensure all information followed the recommended national guidance.
- 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, person-centre care.

Overall summary

Whilst we found no breaches of regulations, the provider **should:**

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Continue to encourage patients to attend cancer screening and child immunisations to improve uptake.
- Monitor staff immunisation status to ensure records are up to date.

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	Requires improvement	
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 GP specialist advisor and a practice nurse specialist advisor.

Background to Pak Health Centre - R Bhatti

PAK Health Centre is located in Alum Rock, an area of Birmingham. The surgery has good transport links and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning and treatment of disease, disorder or injury.

PAK Health Centre is situated within the Birmingham & Solihull Clinical Commissioning Group (CCG) and provides services to 5,120 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice is open from 9am to 6.30pm Monday to Friday. Telephone lines are available from 8am to 6.30pm Monday to Friday. The practice offers extended hours appointments from 6.30pm to 9pm on Monday evening. When the practice is closed the out of hours service is provided by BADGER.

The practice has three GPs (2 male, 1 female). The provider is a single handed male GP. The practice

employs, two part time practice nurses and a health care assistant. A new practice nurse is due to start at the practice during September 2019. The clinical team are supported by a practice manager, assistant practice manager, administration and reception staff. The practice is part of a wider network of GP practices. The practice is also a teaching practice for trainee doctors.

There are higher than average number of patients under the age of 18 years of age in comparison to local and national averages, with the practice having 32.7% of their population in this age group, compared to the CCG average 24.7% and national average 20.7%. The National General Practice Profile states that 65% of the practice population is from an Asian background with a further 15% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.