

# Dr Mahmoud Ibrahim(also known as Rossendale Valley Medical Practice)

## Quality Report

Haslingden Health Centre  
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Rossendale  
BB4 5SL

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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



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection on Dr. Mahmoud Ibrahim on 22 June 2017. The overall rating for the practice was good, although the practice was rated as requires improvement for safety. The full comprehensive report on the June 2017 inspection can be found by selecting the 'all reports' link for Dr. Mahmoud Ibrahim on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based review carried out on 14 November 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach identified in the requirement notice.

The practice is now rated as good for safe services, and overall the practice is rated as good.

Our key findings were as follows:

- The practice had taken action to address the concerns raised at the CQC inspection in June 2017. They had put measures in place to ensure they were compliant with regulations.
- Appropriate arrangements were now in place for monitoring the supply of emergency drugs.
- The practice had improved arrangements to ensure that vaccines were stored at consistently safe temperatures.
- Recommendations made at the previous inspection, such as updated training in the Mental Capacity Act (2005) and reviewing the recruitment policy had been actioned.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

# Dr Mahmoud Ibrahim (also known as Rossendale Valley Medical Practice)

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC lead inspector.

## Background to Dr Mahmoud Ibrahim (also known as Rossendale Valley Medical Practice)

Dr. Mahmoud Ibrahim provides care and treatment to 2629 patients of all ages, based on a General Medical Services (GMS) contract. The practice is part of the NHS East Lancashire clinical commissioning group (CCG) and provides care and treatment to patients living in the Rossendale area. The practice serves an area where deprivation is rated as five on a scale of one to 10 (level one represents the highest levels of deprivation and level 10 the lowest). Male and female life expectancy in the practice geographical area is 77 years for males and 82 years for

females both of which are slightly below the England average of 79 years and 83 years respectively. The numbers of patients in the different age groups on the GP practice register are similar to the average GP practice in England.

The practice provides services from the following location:

- Haslingden Health Centre, Manchester Road, Rossendale. BB4 5SL

We did not visit the practice during this desk top review.

The practice is located in a refurbished health centre which provides patients with fully accessible treatment and consultation rooms. The service is provided by a single handed GP (male). The practice also employs a practice manager, one female practice nurse, an advanced nurse practitioner as well as a team of reception and administrative staff.

The practice is open 8am to 6.30pm on Mondays, 8am to 1:15pm on Tuesdays, 8am to 6.30pm Wednesdays and 6.30am to 6.30pm on Thursdays and Fridays. When the surgery is closed every Tuesday afternoon from 1:15pm, a GP remains on-call for emergencies until 6:30pm. All surgeries are accessed by appointment.

When the practice is closed patients can access out-of-hours care via the East Lancs Medical Service (ELMS) and the NHS 111 service.

# Are services safe?

## Our findings

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

At our previous inspection on 22 June 2017, we rated the practice as requires improvement for providing safe services as the arrangements in respect of supply of emergency drugs and monitoring the temperature of the fridge in which vaccines were stored needed to be improved.

These arrangements had significantly improved when we undertook a desk top follow up inspection on 14 November 2017. The practice is now rated as good for providing safe services.

### **Overview of safety systems and processes**

- At the inspection in June 2017, risks to patients were assessed and managed. However there was no risk assessment regarding the lack of available emergency drugs or the impact of unsupervised children in the treatment room upon the safety of the vaccine fridge.
- When we inspected in November 2017 we saw that the practice had taken action to address these two areas. For example a log to monitor supplies of emergency drugs and their expiry dates was in use on a weekly basis. We also saw that the vaccine fridge had been hard-wired to ensure that the fridge could not be accidentally disconnected and both a data card and second thermometer had been put in place to measure fridge temperatures. These devices were being monitored daily.
- In June 2017, one of the clinical team required refresher training in the Mental Capacity Act (2005) and Deprivation of Liberty Safeguards. When we inspected in November 2017 this training had taken place and additionally the practice nurse had attended safeguarding training at level 3.