

# Dr Roshan Khuroo

## Inspection report

Stockland Green Primary Care 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

Are services responsive?

**Good**



# Overall summary

**This practice is rated as Good overall.** (Previous rating October 2017 – Good)

The key questions at this inspection are rated as:

Are services responsive? – Good

We carried out an announced focused inspection at Dr Roshan Khuroo (also known as Stockland Green Practice) on 10 October 2017 to follow up on areas where the practice should make improvements in effective, caring and responsive key questions. The full report on the October 2017 inspection can be found by selecting the 'all reports' link for Dr Roshan Khuroo on our website at .

This inspection was an announced desk-based review carried out on 1 October 2018 to confirm that the practice had carried out their plan to improve in areas we identified in our previous inspection on 10 October 2017. This report covers our findings in relation to those areas and also additional improvements made since our last inspection.

At this inspection we found:

- The 2018 national GP patient survey results indicated positive changes in patient satisfaction. For example, patients found the appointment system easy to use and were able to access care when they needed it.
- Prior to our inspection, we sent the practice a quantity of comment cards and a secure box for patients to put

their comment cards in once completed. We collected the completed Care Quality Commission (CQC) comment cards prior to our desk-based review. Completed comment cards indicated high levels of patient satisfaction.

- Since our previous inspection, staff had received additional training in areas such as customer care and privacy and dignity. National survey results and completed CQC patient comment cards showed that staff involved and treated patients with compassion, kindness, dignity and respect.
- Members of the management team we spoke with as part of our desk-based review showed a strong focus on improvement to enhance patient experience.
- Since our previous inspection, the practice continued carrying out actions to improve the uptake of national screening.
- For example, staff proactively followed up patients who did not attend cervical screening appointments and continued providing information on the benefits of being screened. Unverified data provided by the practice showed a 10% increase since December 2017.

**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.**

## Population group ratings

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

## Our inspection team

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

## Background to Dr Roshan Khuroo

Dr Roshan Khuroo is the registered provider of Dr Khuroo's Practice. The practice is situated in Stockland Green Primary Care Centre which is a multipurpose modern built building shared with other health care providers, providing NHS services to the local community. Further information about Dr Khuroo's Practice can be found by accessing the practice website at [www.drkhuroospractice.co.uk](http://www.drkhuroospractice.co.uk)

Based on data available from Public Health England, the levels of deprivation in the area served by Dr Roshan Khuroo Surgery showed the practice is located in a more deprived area than national averages, ranked at one out of 10, with 10 being the least deprived. (Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not just financial). The practice serves a higher than average patient population aged between zero to 59. The number of patients aged 60 and over is below local and national averages.

The patient list is 4,754 of various ages registered and cared for at the practice. Services to patients are provided under a Personal Medical Services (PMS) contract with the Birmingham Cross City Clinical Commissioning Group (CCG). PMS is a contract between general practices and the CCG for delivering primary care services to local communities.


The surgery has expanded its contracted obligations to provide enhanced services to patients. An enhanced service is above the contractual requirement of the practice and is commissioned in order to improve the range of services available to patients.

On-site parking is available with designated parking for cyclists and patients who display a disabled blue badge. The surgery has automatic entrance doors and is accessible to patients using a wheelchair and push chairs.


Practice staffing comprises of three GPs, one female and two males, a practice nurse, two health care assistants and a phlebotomist. The management team consists of one practice manager, who is supported by a senior receptionist and a team of administrators, secretaries and receptionists.

The practice is open between 8am and 6.30pm Mondays to Fridays except on Wednesdays when the practice closes at 1.15pm.

Morning GP consulting hours are from 8.30am to 12.30pm Mondays to Fridays. Evening consulting hours are from 2pm to 6pm Mondays to Fridays; except on Wednesdays when the practice is closed from 1.15pm. Extended opening hours are provided by a local Hub on weekday evenings and weekends.



The practice has opted out of providing cover to patients in their out of hours period as well as Wednesdays when the practice closes at 1.15pm. During this time, services are provided by Birmingham and District General Practitioner Emergency Rooms (BADGER) medical services.



The practice was previously inspected in October 2017 and rated overall good.

# Are services responsive to people's needs?

**At our previous inspection on 10 October 2017, we rated the practice as requires improvement for providing responsive services as survey results showed low patient satisfaction in areas such as clinical consultations and timely access to services. The practice were unable to demonstrate that they had reviewed survey results or put actions in place to improve patient satisfaction.**

**When we undertook a fellow up desk-based review on 01 October 2018, published survey data and patient feedback indicated positive changes in patient satisfaction. The practice, and all of the population groups is now rated as good for providing responsive services.**

## **Timely access to care and treatment**

When we carried out our October 2017 inspection, published data and patient feedback showed that patients were not always able to access care and treatment from the practice within an acceptable timescale for their needs. At the time of our previous inspection, the practice had developed an action plan and were in the early stages of implementing changes. For example, a new phone system was installed and GPs were doing longer clinics. Since our previous inspection, national survey results published in August 2018 indicated positive improvements in patient's satisfaction with access to care and treatment. Patient feedback received through completed Care Quality Commission (CQC) comment cards as well as comments placed on NHS Choices web page were aligned with national survey results. At this inspection, we found that:

- Patients had timely access to initial assessment, test results, diagnosis and treatment.
- Waiting times, delays and cancellations were minimal and managed appropriately.
- Patients with the most urgent needs had their care and treatment prioritised.
- The practice's GP patient survey results were mainly above local and national averages for questions relating to access to care and treatment. The practice was aware of the data, and explained that ongoing actions which were in their early stages at the time of our October 2017 inspection, had started to show positive impact on patient's satisfaction. For example, the practice had a new phone system installed prior to our previous inspection, members of the management team explained that patient satisfaction with phone access has gradually improved over the years.
- The practice had an active patient participation group who met with the practice every three months. Documents provided by the practice demonstrated active discussions regarding survey results and updates regarding changes to improve phone access such as having three receptionists operating the phone lines during busy periods as well as effective care navigation.

**Please refer to the evidence tables for further information.**