

Dr Onn Syed

Inspection report

6 Stopgate Lane
Walton
Liverpool
Merseyside
L9 6AP

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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?	Good 
Are services caring?	Outstanding 
Are services responsive?	Good 
Are services well-led?	Good 

Overall summary

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Effective
- Caring
- Well Led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Safe
- Responsive

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.

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

- Feedback from patients was consistently positive and was higher than local and national averages.
- There was a strong visible person centred culture. Staff were highly motivated and inspired to offer care that was kind and promotes people's dignity.
- Feedback from patients indicated they value their relationships with the practice team and feel that they often go 'the extra mile' for them when providing care and support.
- Proactive support for families and carers was provided by the practice.

We have rated this practice as good overall and good for all population groups.

We also rated the practice as **good** for providing effective and well led services because:

- The practice had systems and processes to keep clinicians up to date with current evidence-based practice. The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.
- Staff had the skills, knowledge and experience to deliver effective care, support and treatment. Staff worked together and with other organisations to deliver effective care and treatment. Staff were consistent and proactive in helping patients to live healthier lives.
- The practice had a compassionate, inclusive and effective leadership team.
- Governance arrangements were proactively reviewed and reflected best practice. A systematic approach was taken to working with other organisations to improve care outcomes. There was a demonstrated commitment to best practice performance and risk management systems and processes. Problems when identified were addressed quickly and openly.
- There was high levels of constructive engagement with staff and patients via the practice Patient Participation Group (PPG). Patients and staff were encouraged to give feedback even when this posed a challenge to the current ways of working.

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	Good	
Working age people (including those recently retired and students)	Good	
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.

Background to Dr Onn Syed

Dr Onn Syed (known locally as Stopgate Lane Medical Centre) is located at 6 Stopgate Lane, Walton, Liverpool, L9 6AP. 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 and treatment of disease, disorder or injury.

The practice is situated within the Liverpool Clinical Commissioning Group (CCG) and provides services to 2946 patients under the terms of a personal medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a full time single-handed male GP who registered with the CQC in November 2013. There is also a retained female GP one day a week and the service is

supported by locum GPs well known to the practice to meet additional demand. The practice employed a locum nurse in addition to their own practice nurse, health care assistant and several administration staff.

There are higher than average number of patients under the age of 18, in common with the characteristics of the Northern City area, and fewer patients aged over 45 than the national average. The National General Practice Profile states that 95.5% of the practice population is from a White British background. 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. Male life expectancy is 75 years compared to the national average of 79 years. Female life expectancy is 79 years compared to the national average of 83 years.

Out of hours services are provided by Primary Care 24.