

Dr Usman Akbar

Inspection report

Bluebell Building, Barkerend Health Centre
Barkerend Road
Bradford
West Yorkshire
BD3 8QH
Tel: 01274663553
<http://www.hillsidebridgepractice.nhs.uk/>

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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?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr Usman Akbar on 16 October 2019.

In February 2019, Dr Usman Akbar became the new provider of GP services at a location which was inspected by the Care Quality Commission on 3 July 2018. The location which was known as Hillside Bridge Surgery had been rated as inadequate and placed in special measures. Dr Usman Akbar was chosen as the preferred provider to manage and improve this service through a process managed by Bradford City Clinical Commissioning Group.

We carried out an announced comprehensive inspection of Dr Usman Akbar on 16 October 2019. During the inspection, we paid particular attention to the concerns and breaches of regulation 12: Safe Care and Treatment and Regulation 17: Good Governance, of the Health and Social Care Act 2008 (Regulated Activities) Regulation 2014. A warning notice had been issued to the previous provider and a further inspection undertaken on 19 September 2018. When Dr Usman Akbar was awarded the contract to manage the Hillside Bridge Surgery location, numerous concerns had not been addressed by the previous provider. This included, but was not limited to, concerns regarding the health and safety of patients, the lack of appropriate systems to safeguard children and vulnerable adults from abuse, the management of medicines, prescription stationery, Disclosure and Barring service (DBS) checks and the management of infection prevention and control.

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.

We found that:

- At this inspection on 16 October 2019, we saw that all issues and breaches of legislation, which had been

previously noted at the Hillside Bridge location had been acted upon. The new provider Dr Usman Akbar, had also responded to patient feedback and identified further areas for improvement within the service.

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. Staff told us they felt safe working at the practice and were supported by visible and approachable leaders.
- Patients received effective care and treatment that met their needs. Outcomes for patients were regularly monitored.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. We were told of several examples where staff went 'the extra mile' to support patients.
- The practice organised and delivered services to meet and respond to 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, compassionate, person-centre care.

We saw areas of outstanding practice.

In a hard to reach population which had suffered with a recent measles outbreak, for 2018/2019 the practice had exceeded the World Health Organisation based national target of 95% (the recommended standard for achieving herd immunity) for all four childhood immunisation uptake indicators and uptake was 100%.

The practice had increased their engagement with patients. A junior patients' newsletter had been developed by the patient engagement lead to encourage younger patients to become involved in the practice. It included health tips, word searches and a competition. Younger patients could complete a mock 'prescription' whilst waiting with their parent or carer.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneworth 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 adviser, and a second CQC inspector.

Background to Dr Usman Akbar

Dr Usman Akbar, Bluebell Building is situated within Barkerend Health Centre, Barkerend Road, Bradford, BD3 8QH and provides services for 7,062 patients.

The branch site is located in Hillside Bridge Health Care Centre, 4 Butler West Street, Bradford, BD3 0BS. Both surgeries are located in purpose built health centres, which are easily accessible with ample car parking and pharmacies onsite. Both surgeries are accessible by bus.

The surgery is situated within the Bradford City Clinical Commissioning group (CCG) and provides services under the terms of a primary medical services (PMS) contract.

This is a contract between general practices and primary care organisations for delivering services to the local community. The practice website address is www.hillsidebridgepractice.nhs.uk.

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.

Over 31% of the practice population is aged under 18, with fewer people aged over 50 than the national average. Only 9.4% of the practice population is aged over 65 which is higher than the CCG average of 6.3% but below the England average of 17.3%.

The National General Practice Profile states that 69% of the practice population is from an Asian background with a further 6% 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. People living in more deprived areas tend to have a greater need for health services. Male life expectancy is 74 years compared to the national average of 79 years. Female life expectancy is 80 years compared to the national average of 83 years.

Dr Usman Akbar is the single handed male GP provider at the practice. There is one part time salaried GP who works Monday, Tuesday & Wednesday and six regular part time locum GPs five of whom are male and one is female. In addition, the practice has four part time female advanced nurse practitioners (ANPs) and two male advanced clinical practitioners (ACPs) of which one is a clinical pharmacist and the other a paramedic. There is a practice nurse who works full time and a part time healthcare assistant (HCA) both of whom are female. There is also a part-time practice manager and a small team of administration staff who support the clinical staff.

The reception at Dr Usman Akbar is open between 8am and 6.30pm Monday to Friday. Appointments are available during morning and afternoon clinics and there is an extended hours clinic on a Saturday morning between 9am and 12pm for patients who cannot attend the practice during the usual working week.

Out-of-hours treatment can be accessed by calling the surgery telephone number or contacting the NHS 111 service.

During our inspection we saw that the provider was displaying the previously awarded ratings in the practice and on their website.