

Dr Khalid Laghari

Inspection report

Atherton Street
St. Helens
WA10 2HT
Tel: 01744624200

Date of inspection visit: 18 May 2023
Date of publication: 12/07/2023

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an announced focused inspection at Dr Khalid Laghari on 5 April 2023. This was a responsive focused inspection based on information received by the Care Quality Commission (CQC). We focussed on looking at the premises to ensure they were in a fit state of repair. As part of the inspection and to ensure management systems were being operated safely and appropriately, we included personnel files, safety systems and records, health and safety, infection control and significant incidents. Following our previous inspection on 26 September 2016 the practice was rated Good. The practice was not rated at this inspection.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Khalid Laghari on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up concerns reported to us and in line with our inspection priorities. We inspected parts of the key questions Safe and Well Led only.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included :

- Requesting evidence from the provider.
- A short site visit.

Our findings

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 and other organisations.

We found that:

- Appropriate standards of cleanliness and hygiene were generally met.
- There were gaps in systems to assess, monitor and manage risks to patient safety.
- The responsibilities, roles and systems of accountability to support good governance and management were not clear.
- There was a process for managing risks relating to the building but it was not clear who was responsible for this.

We found a breach of regulations. The provider **must**:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care

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

Overall summary

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff and undertook a site visit.

Background to Dr Khalid Laghari

Dr Khalid Laghari is located in St Helens, Merseyside at:

Lingholme Medical Centre

Atherton Street

St Helens

Merseyside

WA10 2HT

Tel: 01744 624200

<https://lingholme.co.uk/>

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

The practice is part of the Merseyside Integrated Care System (ICS[EJ1]) and delivers General Medical Services (GMS) to a patient population of about 2,940. This is part of a contract held with NHS England.

The practice is part of the central network of GP practices including Ormskirk House, Phoenix Medical, Hall Street Medical, Parkfield Surgery, Central Surgery, Newholme Surgery and Marshalls Cross.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 99% White British.

Practice staff include GPs, nurses and receptionists. There are 1.8 whole time equivalent GPs, excluding locum staff, 1 full time general practice assistant, a part time nurse, and 3.75 whole time equivalent administration/reception staff. There is also a practice manager to provide managerial oversight.

The practice is open between 8.00 am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Additional access to primary care services on weekday evenings and a Saturday are available. Appointments are available at St Helens Rota, Albion Street Clinic, St Helens Merseyside WA10 2HU. Any patient registered at one of the Primary Care Network (PCN) practices can book an appointment subject to availability. Patients calling to use the out of hours service will be redirected to the St Helens Rota.

[EJ1]As it is in St Helens should this say Merseyside

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Surgical procedures Treatment of disease, disorder or injury Maternity and midwifery services	<p>Regulation 17 CQC (Registration) Regulations 2009 Notification of death or unauthorised absence of a person who is detained or liable to be detained under the Mental Health Act 1983</p> <p>The registered person had systems or processes in place that operated ineffectively in that they failed to enable the registered person to assess, monitor and improve the quality and safety of the services being provided. In particular:</p> <ul style="list-style-type: none">• Health and safety assessments were either not undertaken or did not identify risks to patients using the service and/or staff. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>