

Dr Rashid Ali

Inspection report

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Preston
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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

Dr Rashid Ali is a new registered provider for the practice and this is the first inspection of the service under this provider.

We carried out an announced comprehensive inspection at Dr Rashid Ali's practice on 20 June 2019 to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service and to provide a rating for the service under the Care Act 2014.

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:

- Since taking over the practice in November 2018, the new provider had identified areas of the service in need of improvement. At the time of our inspection, these had been or were in the process of being addressed.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- The practice organised and delivered services to meet 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, person-centre care.

Whilst we found no breaches of regulations, the provider **should:**

- Review processes for the management of significant events and patient safety alerts to ensure practice policy is always followed.
- Document records of clinical discussions.
- Maintain an overview of staff medical indemnity and vaccination status.
- Consider a review of the practice processes for safeguarding vulnerable patients to ensure all information is shared with other services.
- Review practice processes for monitoring high-risk medicines to ensure patient records are completed appropriately.
- Continue with the scanning, coding and filing of the backlog of historical communications received by the practice.

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 and a second CQC inspector.

Background to Dr Rashid Ali

Dr Rashid Ali's practice is situated in the Guttridge Medical Centre on Deepdale Road in Preston at PR1 6LL serving a mainly urban population. The practice shares the building with one other single-handed GP practice, a physiotherapy service, an eye-screening service and a pharmacy. The practice provides level access for patients to the building and has disabled facilities available.

The practice has parking for disabled patients; there is parking available on nearby streets for all other patients and the surgery is close to public transport. 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 part of the Greater Preston Clinical Commissioning Group (CCG) and services are provided under a General Medical Services Contract (GMS) with the CCG. There is one male GP principal and one female long-term locum GP who was on maternity leave at the time of our inspection. They are supported by a practice

nurse, a practice manager who was absent at the time of our inspection, an administration and IT manager who was acting as the practice manager and a team of administrative and reception staff, one of whom is also the practice medicines co-ordinator. The acting practice manager was new to the role in January 2019.

The practice provides services to approximately 2,487 patients. There are lower numbers of patients aged over 65 years of age (14%) than the national average (17%) and the same number of patients aged under 15 years of age (12%). The practice also has considerably more male patients than female.

Information published by Public Health England (PHE) rates the level of deprivation within the practice population group as three on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The ethnicity estimate given by PHE gives an estimate of 2.7% mixed and 32.8% Asian. Male life expectancy is given as 77 years of age and female as 80 years.