

Dr Syed Abdi

Quality Report

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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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dr Syed Abdi, known locally as Anfield Group Practice on 23 March 2016. While the overall rating for the practice was good, the practice was rated as requires improvement for Safety. The full comprehensive report on the 23 March 2016 inspection can be found by selecting the 'all reports' link for Dr Syed Abdi on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 29 March 2017. The inspection was carried out to check that the provider had met the legal requirements we set out following the March 2016 visit. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

Our key findings were as follows:

- The records made of the reporting of significant events had improved to ensure fuller detail was captured and the learning opportunity for staff was promoted.
- Staff files had been reviewed and updated information was added to show the full and completed recruitment undertaken for new staff members. For example, proof of identification, evidence of

satisfactory conduct in previous employments in the form of references, qualifications, registration with the appropriate professional body and the appropriate checks through the Disclosure and Barring Service (DBS).

- The practice had oxygen equipment on site for use in an emergency situation.

As a result of the actions taken the practice is now rated as 'good' for providing a safe service.

We also found that the provider had made a number of improvements to the service in response to recommendations we made at our last inspection. These included;

- At our inspection on the 23 March 2016 we said the provider should review the system in place for complaints to ensure a full record of each complaint made was logged in line with the practice policy. At the inspection undertaken on the 29 March 2017 we found the practice had revised the system in place for handling complaints and concerns. A complaints policy and procedure was now in place. We looked at a sample of two complaints received in the last 12 months. We found the records made of the stages the practice had gone through, had improved in terms of written details. A much fuller audit trail of steps taken by the practice in response to the

Summary of findings

complaint and issues raised was seen. The practice manager confirmed that complaints were now discussed at practice meetings and an annual review of complaints was planned.

Professor Steve Field (CBE FRCP FFPH FRCGP)
Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

- The records made of the reporting of significant events had improved to ensure fuller detail was captured and the learning opportunity for staff was promoted.
- Staff files had been reviewed and updated information had been added to show the full and completed recruitment undertaken for new staff members. For example, proof of identification, evidence of satisfactory conduct in previous employments in the form of references, qualifications, registration with the appropriate professional body and the appropriate checks through the Disclosure and Barring Service (DBS).
- The practice had oxygen equipment on site for use in an emergency situation.

Good



Dr Syed Abdi

Detailed findings

Our inspection team

Our inspection team was led by:

This focused inspection was undertaken by a CQC Inspector.

Background to Dr Syed Abdi

Dr Syid Abdi, known locally as Anfield Group Practice is registered with CQC to provide primary care services, which include access to GPs, family planning, ante and post-natal care. The practice is a long established GP practice working in the centre of Liverpool in a newly purpose built building and in a deprived area of the city. The practice has a General Medical Services (GMS) contract with a registered list size of 4,617 patients (at the time of inspection). The practice had a high proportion of patients between the ages of 25-34. The practice offers a range of enhanced services including minor surgery, flu vaccinations, timely diagnosis of dementia and learning disability health checks.

The practice has two GP partners, a nurse clinician, practice nurse and health care assistant, practice and finance manager and a number of administration and reception staff. The practice provides a minor surgery service to a number of practices across the city. The practice has open access appointment for GPs for urgent cases each morning. Bookable appointments are available daily. Home visits and telephone consultations are available for patients who required them, including housebound patients and older patients. There are also arrangements to ensure patients receive urgent medical assistance out of hours when the practice is closed.

Why we carried out this inspection

We undertook a comprehensive inspection of Dr Syid Abdi 23 March 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall but requires improvement for safety. The full comprehensive report following the inspection on Month Year can be found by selecting the 'all reports' link for Dr Syid Abdi on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Dr Syid Abdi on 29 March 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out an announced visit on 29 March 2017. During our visit we:

- Spoke with the practice manager.
- Reviewed a sample of staff files.
- Looked at some of the systems in place for managing complaints and significant events.

Are services safe?

Our findings

At our previous inspection on 31 March 2016, we rated the practice as requires improvement for providing safe services as the arrangements for managing significant events, having comprehensive information available for all staff and access to oxygen equipment required improvements.

We issued a requirement notice in respect of these issues and found arrangements had significantly improved when we undertook this follow up inspection of the service on 29 March 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

- At our inspection on the 23 March 2016 we said the records made of the reporting of significant events required improvement to ensure the full detail of the event was captured and the learning had taken place. At the inspection undertaken on the 29 March 2017 we found there was a revised system in place for reporting and recording significant events. New forms had been introduced since the last inspection. A form was completed for each incident and reviewed by the lead GP. Monthly significant event meetings were taking place with all staff and members of the wider multi-disciplinary team. The practice manager undertook an annual analysis of all significant events.
- At our inspection on the 23 March 2016 we looked at five personnel files and found there to be a lack of information to show appropriate recruitment checks had been undertaken prior to employment. At the inspection undertaken on the 29 March 2017 we found the recruitment information held had improved. We looked at a file for a newly recruited member of staff and found that full and completed information was held. Disclosure and Barring Service (DBS). These
- At our inspection on the 23 March 2016 we said the provider should undertake a risk assessment for the need to have oxygen on site in an emergency. At the inspection undertaken on the 29 March 2017 we found the practice now had this equipment in place. A new policy had been developed by the practice manager for the storage, usage and maintenance of the equipment.