

Dr Dauod Yosuf Abdulrahman Shantir

Inspection report

354-358 Forest Road
London
E17 5JL
Tel: 02085207115

Date of inspection visit: 16 April 2021
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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 responsive to people's needs?

Good



Overall summary

We carried out an announced review of Dr Dauod Yosuf Abdulrahman Shantir on 16 April 2021.

Following our previous inspection on 2 July 2019, the practice was rated as good overall and for all key questions, except for responsive which was rated as requires improvement.

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

This was a focused review of information (without undertaking a site visit) to follow up on the responsive key question.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out our review;
- information from our ongoing monitoring of data about services; and
- information from the provider, patients, the public and other organisations.

We have rated the practice as **good** overall.

We rated the practice as **good** for providing responsive services because:

- The practice's national GP Patient Survey results for 2020 were all in line with national averages, whereas in previous years areas relating to access had flagged as being below national average.
- The national GP Patient Survey results for 2020 demonstrated significant improvement, in relation to telephone access in particular.
- Patient feedback received by way of the practice's own survey was positive about access to appointments.
- The practice organised and delivered services to meet patients' needs.

These areas affected all population groups, so we rated all population groups as **good** for providing responsive services.

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

Dr Rosie Benneyworth *BM BS BMedSci MRCP*

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

This review was carried out by a CQC inspector.

Background to Dr Dauod Yosuf Abdulrahman Shantir

Dr Dauod Yosuf Abdulrahman Shantir is situated in in East London, within NHS Waltham Forest Clinical Commissioning Group (CCG). The practice provides services to approximately 6,435 patients under a General Medical Services contract (an agreement between NHS England and general practices for delivering primary care services).

The practice operates from a purpose-built medical centre at 354-358 Forest Road, London E17 5JL, which it shares with another GP practice and community services.

The practice is registered with the CQC to carry on the following regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; and Treatment of disease, disorder or injury.

The clinical team at the practice consists of one male lead GP, four regular locum GPs, three practice nurses and a healthcare assistant. Non-clinical staff include a practice manager, a business manager, and a team of reception and administrative staff members.

The practice is open Monday to Friday from 8am to 6.30pm, with GP appointments available at the following times:

- Monday from 9:30am to 1:40pm and from 2pm to 6:30pm;
- Tuesday from 10am to 1pm and from 2pm to 6:30pm;
- Wednesday from 10am to 1pm and from 2pm to 6:30pm;
- Thursday from 10am to 1pm;
- Friday from 9:30am to 1:40pm and from 2pm to 5pm.

Appointments include home visits, telephone consultations and online consultations. Patients telephoning when the practice is closed are directed to the local out-of-hours service provider, which offers evening and weekend appointments for the practice's patients.

Information published by Public Health England 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. In England, people living in the least deprived areas of the country live around 20 years longer in good health than people in the most deprived areas. National General Practice Profile describes the practice ethnicity as being 48.5% white, 24.7% Asian, 16.9% black, 5.4% mixed race, and 4.5% other ethnicities.