

Dr Syed Masroor Imam

Inspection report

Suite 5B Ne8
New Century House, West Street
Gateshead
NE8 1HR
Tel: 01914772033

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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced review at Dr Syed Masroor Imam on 5 May 2021. Overall, the practice is rated as Good (Previous rating March 2020 – Good).

The rating for the key question we reviewed is:

Effective – Good (Previous rating – Good).

Following our previous inspection on 10 May 2020 the practice was rated Good overall and for all key questions, but was rated as requires improvement for the population group of working age people (including those recently retired and students). This was due to the uptake rate of women undertaking their cervical screening being below the England average target.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Dr Syed Masroor Imam on our website at www.cqc.org.uk

Why we carried out this review

This review was a follow-up review of information without undertaking a site visit to follow up on:

The percentage of women who had undergone cervical screening within the practice.

- All other ratings were carried forward from the 2020 inspection.

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

We carried out this review remotely as we did not need to visit the site to determine the improvements made by the practice. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting telephone discussion with the practice manager.
- Requesting evidence from the provider.

Our findings

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

- what we found when we reviewed the evidence
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

Overall summary

We have rated this practice as Good overall and requires improvement for the population group of working aged people (including those recently retired and students).

We found that:

- The practice had made improvements in the uptake of their cervical screening programme. However, the practice continues to be below the 80% target. One of the age groups in particular continues to have a low update figure. The practice provided evidence they are taking action to address this.

The area where the provider **should** make improvements is:

- The provider should continue to improve the uptake of cervical screening overall, and especially for those patients aged 25 to 49 years old.

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)	Requires Improvement	
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 who spoke with staff over the telephone and via email.

Background to Dr Syed Masroor Imam

Dr Syed Masroor Imam provides services to around 3,431 patients from: Suite 5B, New Century House, West Street, Gateshead, Tyne and Wear, NE8 1HR.

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, family planning and surgical procedures.

Dr Syed Masroor Imam is situated on the first floor within a building on the high street. There is level access and lifts in the building. The car park for the building has disabled parking and general parking is available.

The practice situated within the NHS Newcastle and Gateshead (CCG). The practice provides services based on a General Medical Services (GMS) contract agreement for general practice. This is part of a contract held with NHS England.

Overall summary

Information published by Public Health England report deprivation within the practice population group as high. It's the 498th most deprived practice area (out of 6900) and the 39th most deprived CCG area (out of 191). The National General Practice Profile states that 3.1% of the practice population is from an Asian background, black (1.1%), mixed (1.1%) or other non-white (1.1%) ethnic groups. The majority of patients are of working age (64.7%), which is in line with the CCG (at 65.9%) and England average (at 62.3%). There are lower numbers of older people (at 20.8%), compared to the CCG (15.8%) and England (17.6%).

There is one GP who provides cover at the practice. The practice also has one practice nurse who provides nurse led clinic's for long-term conditions. The GP is supported at the practice by a team of reception/administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient.

The practice is part of the local GP federation of GP practices who work together to provide appointments with GPs, nurses or health care assistants outside of their normal working hours. Patients can contact the practice reception team to arrange appointments. When this service is not provided patients requiring urgent medical care can contact the out of hours provided by the NHS service.