

Dr Anoop Sahal

Quality Report

94 Navigation Road
Altrincham
Cheshire
WA14 1LL

Tel: 0161 929 9300

Website: www.thefamilysurgeryaltrincham.nhs.uk

Date of inspection visit: 21 December 2016

Date of publication: 23/01/2017

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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Summary of findings

Contents

Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3
The six population groups and what we found	5
What people who use the service say	7

Detailed findings from this inspection

Our inspection team	8
Background to Dr Anoop Sahal	8
Why we carried out this inspection	8
How we carried out this inspection	8
Detailed findings	10

Overall summary

Letter from the Chief Inspector of General Practice

This is a focused desk top review of evidence supplied by Dr Anoop Sahal for one area within the key question safe.

At this inspection we found the practice to be good in providing safe services. Overall, the practice is rated as good.

The practice was previously inspected on 14 January 2015. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, safeguarding was identified as requires improvement, as the practice was not meeting the legislation at that time. The areas where the practice was told they must make improvements were as follows :

Regulation 11 HSCA 2008 (Regulated Activities)
Regulations 2010 Safeguarding people who use services from abuse

- Dr Anoop Sahal who was the safeguarding lead, had completed training to level three, but this was due to be updated in November 2014. We saw no other

members of staff including the practice nurse had completed safeguarding training for children or adults. DBS checks had not been carried out for the practice nurse.

The practice has submitted to the CQC, a range of documents which demonstrates they are now meeting the requirements of Regulation 11 of the Health and Social Care Act 2008 (Regulated Activities) (now Regulation 13) Regulations 2014.

In addition there were areas where the practice were told they should make improvements. These were as follows :

- Ensure full audits of practice were undertaken, including completed clinical audit cycles;
- Ensure all staff had appropriate policies, procedures and guidance in place for assessing patients under the Mental Capacity Act 2005.

The practice has submitted to the CQC, a range of documents which demonstrates they have made these suggested improvements.

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?

Previously the practice was rated as requires improvement for providing safe services and this focused inspection was carried out to check that the improvements had been made. A copy of the full report of the previous inspection is available on our website <http://www.cqc.org.uk/location/1-509001475>

The practice is rated as good for providing safe services.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how it had improved its practices in relation to the overview of safety systems and processes since the last inspection.

Evidence submitted where the practice were told they must make improvements included :

- A summary of adult and child safeguarding training and the dates. This training was completed, showing the appropriate levels of training for each member of staff and copies of the appropriate certificates were submitted.
- Evidence that Disclosure and Barring Service (DBS) checks had been undertaken for all staff, specifically those who carried out chaperone duties. In addition they supplied certificates of chaperone training and updated policy and procedures in relation thereto.

In addition we previously identified that the practice should :

- Ensure all staff had appropriate policies, procedures and guidance in place for assessing patients under the Mental Capacity Act 2005.

The practice submitted evidence that they had made improvements in this area. This included evidence that staff had received guidance, awareness and training for assessing patients under the Mental Capacity Act 2005.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 14 January 2015. A copy of the full report following that inspection is available on our website <http://www.cqc.org.uk/location/1-509001475>

Within this domain we previously identified that the practice should :

Good



Summary of findings

- Ensure full audits of practice were undertaken, including completed clinical audit cycles.

The practice submitted evidence that they had made improvements in this area. We saw two full cycle audits that had been completed since our last inspection and evidence that on-going monitoring of patient outcomes was continuing.

Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 14 January 2015. A copy of the full report following that inspection is available on our website <http://www.cqc.org.uk/location/1-509001475>

Good



Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection 14 January 2015. A copy of the full report following that inspection is available on our website <http://www.cqc.org.uk/location/1-509001475>

Good



Are services well-led?

The practice is rated as good for providing well led services.

This rating was given following the comprehensive inspection 14 January 2015. A copy of the full report following that inspection is available on our website <http://www.cqc.org.uk/location/1-509001475>

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for providing services for older people.

This rating was given following the comprehensive inspection 14 January 2015. A copy of the full report following that inspection is available on our website <http://www.cqc.org.uk/location/1-509001475>

Good



People with long term conditions

The practice is rated as good for providing services for patients with long term conditions.

This rating was given following the comprehensive inspection 14 January 2015. A copy of the full report following that inspection is available on our website <http://www.cqc.org.uk/location/1-509001475>

Good



Families, children and young people

The practice is rated as good for providing services to families, children and young people.

This rating was given following the comprehensive inspection 14 January 2015. A copy of the full report following that inspection is available on our website <http://www.cqc.org.uk/location/1-509001475>

Good



Working age people (including those recently retired and students)

The practice is rated as good for services to working age people (including those recently retired and students)

This rating was given following the comprehensive inspection 14 January 2015. A copy of the full report following that inspection is available on our website <http://www.cqc.org.uk/location/1-509001475>

Good



People whose circumstances may make them vulnerable

The practice is rated as good for providing services to people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection 14 January 2015. A copy of the full report following that inspection is available on our website <http://www.cqc.org.uk/location/1-509001475>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for providing services to patients experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection 14 January 2015. A copy of the full report following that inspection is available on our website <http://www.cqc.org.uk/location/1-509001475>

Good



Summary of findings

What people who use the service say

The practice is rated as good for providing services to patients experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection 14 January 2015. A copy of the full report following that inspection is available on our website <http://www.cqc.org.uk/location/1-509001475>

Dr Anoop Sahal

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the documentary evidence submitted.

Background to Dr Anoop Sahal

Dr Anoop Sahal is a single handed GP practice and provides primary medical services in Altrincham under a General Medical Services contract. The location is also known as The Family Surgery and is situated on Navigation Road, in Altrincham which is within the second least deprived area of NHS Trafford Clinical Commissioning Group (CCG). The practice list size is currently 2127 which has increased since the previous inspection in January 2015. There is a greater than average male population between the ages of 30 and 35 years, greater than average population between the ages of 45 and 54 and a lower than average population of patients over the age of 60.

Dr Sahal is supported by a part time practice nurse each Tuesday through to Friday. In addition there is a practice manager and four administration/reception staff. The practice also has links to community matrons and health visitors.

The practice opening hours are as follows:-

- 8.30am to 6pm Monday to Friday with extended opening hours on a Monday morning from 7am until 8am.
- The practice nurse is available Tuesday and Friday 9am until 12 noon, Wednesdays 1.30pm until 4.30pm and Thursdays 9am until 11am.

The practice does not close for lunch and reception staff and the telephone lines are open Monday to Friday from 8.30am until 6pm. Home visits are available for patients who are not well enough to attend the practice.

When the practice is closed, patients are directed to the Out of Hours provider and information on how to contact them is available on the practice website and answer phone.

Why we carried out this inspection

We initially inspected this service as part of our new comprehensive inspection programme on 14 January 2015. At that inspection, within the key question safe, safeguarding was identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 11 HSCA 2008 (Regulated Activities) Regulations 2010 Safeguarding people who use services from abuse.

This inspection on 21 December 2016 was a planned focused desk top review to check whether the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Detailed findings

How we carried out this inspection

Following the inspection on 14 January 2015 the practice supplied an action plan with timescales telling us how they would ensure they met Regulation 11 of the Health and Social Care Act 2008 (Regulated Activities) (now Regulation 13) Regulations 2014.

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to staffing.

A CQC inspector reviewed and analysed the documentary evidence submitted and made an assessment of this against the regulations.

Are services safe?

Our findings

Overview of safety systems and processes

The practice was previously inspected on 14 January 2015. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, safeguarding was identified as requires improvement, as the practice was not meeting the legislation at that time. The areas where the practice were told they must make improvements were as follows :

Regulation 11 HSCA 2008 (Regulated Activities) Regulations 2010 Safeguarding people who use services from abuse

- Dr Anoop Sahal who was the safeguarding lead, had completed training to level three, but this was due to be updated in November 2014. We saw no other members of staff including the practice nurse had completed safeguarding training for children or adults. DBS checks had not been carried out for the practice nurse.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to the overview of safety systems and processes since the last inspection.

Evidence submitted where the practice were told they must make improvements included :

- A summary of adult and child safeguarding training and the dates this training was completed, showing the appropriate levels of training for each member of staff and copies of the appropriate certificates.
- Evidence that Disclosure and Barring Service (DBS) checks had been undertaken for all staff, specifically those who carry out chaperone duties. In addition they supplied certificates of chaperone training and updated policy and procedures in relation thereto.

In addition, there was an area where we identified the practice should make improvement although this was not a breach of regulation. The practice submitted evidence that improvements had also been made in this area, and we saw that all staff had received awareness training around the Mental Capacity Act 2005.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused desk top review of safety systems and processes within the key question safe. We did not review this key question.

This rating was given following the comprehensive inspection 14 January 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-509001475>

In this domain however, there was an area where we identified the practice should make an improvement. With regard to this they submitted evidence that two completed cycles of clinical audit had been undertaken and they were continually monitoring patient outcomes in order to make improvements.

Are services caring?

Our findings

Are services caring?

Please note this is a focused desk top review of safety systems and processes within the key question safe. We did not review this key question.

This rating was given following the comprehensive inspection 14 January 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-509001475>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused desk top review of safety systems and processes within the key question safe. We did not review this key question.

This rating was given following the comprehensive inspection 14 January 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-509001475>

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Please note this is a focused desk top review of safety systems and processes within the key question safe. We did not review this key question.

This rating was given following the comprehensive inspection 14 January 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-509001475>