

Dr Mahmood & Partners

Inspection report

Ravensthorpe Health Centre
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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 comprehensive inspection at Dr Mahmood and Partners on 25 and 26 August 2021. The practice is rated good overall.

The key questions at this inspection are rated as:

Safe – Good

Effective – Good

Caring – Good

Responsive – Good

Well-Led - Good

Why we carried out this inspection

We had previously carried out an announced focused inspection at Dr Mahmood and Partners on 10 and 15 July 2019. The key questions of safe, effective and well-led were evaluated at that time. The overall rating for the practice was inadequate and breaches of regulation were identified. The practice was placed into special measures.

We then carried out an announced comprehensive inspection on 4 March 2020 to review the practice's response to the breaches of regulation identified at our previous inspection, and to review other improvements and changes made within the practice. At this inspection, we found that the provider had made good progress in addressing many of the areas identified for action during our July 2019 inspection. The provider was rated good overall (good in safe, caring, responsive and well-led) and requires improvement for effective services. In particular, the provider was rated as requires improvement for providing effective treatment to the population groups of people with long term conditions, families, children and young people, people experiencing poor mental health, and inadequate for providing effective treatment to working age people. As insufficient improvements had been made for providing effective care to working age people the practice remained in special measures.

The full report and evidence table from the July 2019 inspection and the March 2020 inspection can be found by selecting the 'all reports' link for Dr Mahmood and Partners on our website at www.cqc.org.uk.

At this inspection on 25 and 26 August 2021 we undertook an announced comprehensive inspection to follow-up on the inspection of 4 March 2020. At this inspection we looked at the key questions of safe, effective, caring, responsive and well-led.

How we carried out the inspection

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 inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

Overall summary

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

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 (good in safe, effective, caring, responsive and well-led) and for five of the six population groups. We have rated the population group working age people as requires improvement as patient outcomes for cervical screening remain below target.

We found that:

- The provider had addressed the findings of our previous inspection and had made improvements in patient outcomes.
- There were systems in place to safeguard children and vulnerable adults from abuse and staff we spoke with knew how to identify and report safeguarding concerns.
- Leaders reviewed the effectiveness and appropriateness of the care the service provided. They ensured that care and treatment was delivered according to evidence-based guidelines.
- There was a programme of quality improvement, including clinical audit.
- Staff had the skills, knowledge and experience to deliver effective care.
- Staff involved and treated people with compassion, kindness, dignity and respect.
- Leaders demonstrated they had the capacity and skills to deliver high-quality, sustainable care.

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

- Continue to monitor and make improvements to the cervical screening and childhood immunisation outcomes.
- Continue to monitor and review patient experience outcomes for caring and responsive services.
- Facilitate training for the Infection Prevention and Control (IPC) lead to support them in this role.

I am taking this service out of special measures. This recognises the improvements made to the quality of care provided by the service.

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 using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Dr Mahmood & Partners

Dr Mahmood and Partners is located at Ravensthorpe Health Centre, Netherfield Road, Ravensthorpe, Dewsbury, West Yorkshire WF13 3JY.

The practice is situated within the Kirklees Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to approximately 4,500 patients.

The practice is registered as a partnership with the Care Quality Commission (CQC) to deliver the regulated activities diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

The practice is housed in purpose-built premises, shared with another GP practice. All the rooms occupied by the practice are on the ground floor. Community staff are also based on site.

The practice is part of a Primary Care Network (PCN) with four other GP practices, which looks to develop collaborative services for the shared practice populations.

The practice opening times are Monday to Friday 8am to 6pm. The practice provides extended access appointments on Tuesday and Thursday from 6pm to 8pm. Patients can access pre-bookable extended access services in the district between 6.30pm and 9.30pm Monday to Friday, between 9am and 4pm on Saturdays, between 9am and 1pm on Sundays and 10am to 2pm on Bank Holidays.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 60.6% Asian, 35.8% White, 0.6% Black, 2.3% Mixed, and 0.7% Other.

The practice team consists of two male GP partners, who undertake two clinical sessions each per week, and a female salaried GP, who undertakes seven clinical sessions, one advanced care practitioner, two practice nurses, two healthcare assistants and a training nurse associate. The clinical team are supported by a practice manager, an office manager and a team of six receptionist/administrators.