

Dr O Z Qureshi's Surgery

Inspection report

Taylors Avenue Medical Centre
146 Taylors Avenue
Cleethorpes
DN35 0LN
Tel: 01472572400

Date of inspection visit: 14 and 18 October 2022
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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?

Requires Improvement 

Are services effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Dr O Z Qureshi's Surgery on 14 and 18 October 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe – Requires Improvement

Effective - Good

Well-led - Good

Following our previous inspection on 9 December 2015, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for: Dr O Z Qureshi's Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

The location was inspected in line with our current priorities.

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.

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
- Staff feedback forms

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.

Overall summary

We have rated this practice as **Good overall**

We found that:

- The practice had not always provided care in a way that kept patients safe and protected them from avoidable harm because there were gaps in the management of the safety of the building, recruitment policies were not always fully implemented and there were some gaps in aspects of blank prescription management.
- Patients received effective care and treatment that met their needs. Clinical searches and medical records showed overall, effective management and monitoring of high-risk medicines and patients with long-term conditions, although there were some areas that required review.
- Appropriate standards of cleanliness and hygiene were met.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The management team demonstrated an open and transparent leadership style.

However, areas of the practice were not managed consistently as concerns in relation to risk management identified during the inspection had not been identified or resolved by the practice.

Although not a breach, the provider **should**:

- Embed practice policies and procedures for safe recruitment practice and monitor compliance.
- Embed practice policies and procedures for distribution and monitoring of pre-printed blank prescription stationery with staff and monitor compliance.
- Complete the gas safety check. Continue to collaborate with the lead in the other practice at the medical centre to review and improve the building safety management systems.
- Provide a more consistent approach to medicine reviews and coding on the patient records system.
- Recruit patient members to establish a new Patient Participation Group.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

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 O Z Qureshi's Surgery

Dr O Z Qureshi's Surgery is in Cleethorpes at:

Taylors Avenue Medical Centre

Cleethorpes

DN35 0LN

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery, family planning, treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the NHS Humber and North Yorkshire Integrated Care Systems (ICS) and delivers Personal Medical Services (PMS) to a patient population of about 4,268. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices. The group of eight practices is known as Panacea Primary Care Network (PCN) and work together to provide access to additional services such as a pharmacist, and First Contact physiotherapist.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth decile (six 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 1.2% Asian, 97.8% White, 0.2% Black, 0.6% Mixed, and 0.3% Other.

The age distribution of the practice population closely mirrors the local and national averages for older people and working age people. There are slightly more older people registered at the practice.

The practice's clinical team is led by the principal GP and supported by a two regular locum GP's. The nursing team consists of a nurse practitioner, two practice nurses and a health care assistant. The practice manager and a team of reception and administrative staff undertake the day to day management and running of the practice.

The surgery is open between 8am to 7pm on Monday; 7.30am to 6.30pm on Tuesday; 8am to 6.30pm on Wednesday; 8am to 7pm on Thursday; and 8am to 6.30pm on Friday.

When the practice is closed, extended access is provided locally by the Primary Care Network (PCN), where late evening and weekend appointments are available: 6:30pm to 8pm Monday to Friday and 8:30am to 12 midday Saturday.

Out of hours services are accessed via the NHS 111 service.