

# Dr Waleed Doski

## Inspection report

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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



# Overall summary

This practice is rated as Good overall. (Previous inspection 7 November 2017 - Good overall, with requires improvement rating for providing Safe services).

We carried out an announced comprehensive inspection at Dr Doski's practice, also known as Bournville Surgery on 7 November 2017. Concerns relating to the systems and processes around medicine safety alerts, staff awareness of sepsis and the appropriate checks and monitoring of staff training were identified. You can read the report from our last comprehensive inspection on 7 November 2017; by selecting the 'all reports' link for Dr Doski on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 16 July 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 7 November 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The key question is rated as:

Are services safe? – Good

At this inspection we found:

- The practice had implemented a system to manage safety alerts. We saw evidence that recent medicine safety alerts had been received, recorded and appropriate actions had taken place.
- The practice demonstrated that they had reviewed and updated their policies and developed protocols for staff on sepsis. The GP had completed sepsis training and sepsis awareness was discussed at team meetings.
- The practice demonstrated that they had updated their policy and procedures to ensure the appropriate checks had been completed for all staff employed.
- The practice were able to demonstrate an updated system to monitor the training staff had completed both online and face to face.

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice.

## Population group ratings

## Our inspection team

Our inspection team was led by a CQC lead inspector and included a second CQC inspector.

## Background to Dr Waleed Doski

Dr Waleed Doski (also known locally as Bournville Surgery) is registered with the Care Quality Commission (CQC) as a sole provider and offers a range of family medical services. Dr Doski holds a General Medical Services (GMS) contract with NHS England.

Dr Doski is situated in a converted bakery in Bournville, Birmingham. The building is owned by the Bournville Village Trust and the practice occupies the ground floor of the premises.

The practice population is approximately 2000 patients with a higher number of patients under the age of 65 years of old compared to the national average. Approximately 20% of the practice population identify as Black, Minority, Ethnic (BME) and in particular Kurdish patients. The level of deprivation in the area according to the deprivation decile is four out of ten (The Index of Multiple Deprivation 2015 is the official measure of relative deprivation for small areas (or neighbourhoods) in England. The Index of Multiple Deprivation ranks areas in England from one (most deprived area) to ten (least deprived area).

For more information about the practice please visit; [www.bournvillesurgery.org.uk](http://www.bournvillesurgery.org.uk).

The practice team consists of a GP, one practice nurse, a health care assistant, a practice manager and administrative and reception staff. The practice manager is trained to carry out certain health care assistant duties, such as administering flu immunisations and taking blood samples.

From Monday until Friday the surgery is open from 08.30 until 6pm Monday to Friday. Appointments are available from 8.30am until 12 noon and then from 3.30pm until 6pm, except on a Thursday then the surgery is closed in the afternoon. The practice is a member of the My Healthcare federation that offers extended hours to patients each evening at local hub centres until 8pm, on Saturday from 7am to 6pm and Sundays from 9am until 12 noon. At all other times, patients are referred to the NHS 111 service or the Selly Oak GP walk in centre.

The practice is registered with CQC to perform four regulated activities, namely; Treatment of disease, disorder and injury, surgical procedures, maternity and midwifery services and diagnostic and screening procedures.

# Are services safe?

**At our previous inspection on 7 November 2017 we rated the practice as requires improvement for providing safe services due to concerns relating to systems and processes regarding medicine safety alerts, disclosure and barring service (DBS) checks, following and awareness of NICE guidance on sepsis and monitoring of training to ensure all staff were appropriately trained for their role.**

**At this inspection the practice were able to demonstrate that improvements had taken place and we rated the practice as good for providing safe services.**

## **Safety systems and processes**

The practice had clear systems to keep people safe and safeguarded from abuse.

- The practice had appropriate systems to safeguard children and vulnerable adults from abuse. All staff whose information we viewed had received up-to-date safeguarding and safety training appropriate to their role including the GP, nurse and HCA.
- The practice demonstrated that they had reviewed their systems regarding safety alerts including medicine safety alerts from the Medicines and Healthcare products Regulatory Agency (MHRA). Evidence provided by the practice showed that they had a process in place to ensure all alerts were documented including actions taken and distributed to all staff for information. The practice demonstrated that recent alerts had been seen by all staff and that searches of patient records had been completed where necessary.
- The practice demonstrated that online training for staff was documented and regularly reviewed. In addition, face to face training was organised by the practice opportunistically and regularly reviewed to ensure staff were appropriately trained for their role, including safeguarding and basic life support.
- The practice had reviewed their policy and processes and taken action regarding ensuring that DBS checks were in place (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.). Where the staff members did not have a DBS, the practice had assessed the risk and taken action to mitigate.
- Protocols were in place to prevent staff acting as chaperones until the relevant checks had been completed. Staff who were acting as chaperones were trained for their role and had received a DBS check

## **Risks to patients**

There were systems to assess, monitor and manage risks to patient safety.

- Clinicians whose files we viewed had additional training on how to identify and manage patients with severe infections including sepsis in line with NICE guidelines. The practice demonstrated that learning from the GP's training on sepsis was shared at team meetings with staff. We saw information available on the clinical system to support staff to be able to recognise sepsis.

**Please refer to the Evidence Tables for further information.**