

# Dr Muhammad Shahzad

## Inspection report

48 Harrow View  
Harrow  
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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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Dr Muhammad Shahzad on 10 October 2019 and 22 October 2019 as part of our inspection programme.

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 requires improvement for providing safe services and good overall.**

We found that:

- There were gaps in safety systems and processes at the practice.

However, we found patients received effective, caring, responsive and well-led care and treatment that met their needs.

- Patients needs were assessed and care and treatment was delivered in line with current legislation.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs.

- Patients could access care and treatment in a timely way.
- The practice had a culture which drove high quality care.

The areas where the provider **must** make improvements as they are in breach of regulations are:

- Ensure care and treatment is provided in a safe way for patients.

The areas where the provider **should** make improvements are:

- Consider refurbishment of the premises.
- Monitor and continue to improve cervical screening uptake rates.
- Monitor and improve on patient satisfaction scores relating to treatment with care and concern.
- Update whistleblowing policy to ensure it is in line with the NHS Improvement Raising Concerns (Whistleblowing) Policy.

**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

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a practice nurse specialist advisor.

## Background to Dr Muhammad Shahzad

Dr Muhammad Shahzad, also known as Savita Medical Centre, consists of a main practice located at 48 Harrow View, Harrow, Middlesex, HA1 1RQ and a branch surgery located at 86 Spencer Road, Wealdstone, Middlesex, HA3 7AR. The branch surgery was visited as part of this inspection. There are good public transport links in the locality.

The provider is registered with the Care Quality Commission to deliver the Regulated Activities of diagnostic and screening procedures, maternity and midwifery services, surgical procedures, and treatment of disease, disorder or injury. Dr Muhammad Shahzad is located in Harrow Clinical Commissioning Group (CCG) and provides services to approximately 3,482 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

In October 2018, Dr Muhammad Shahzad became a partner of Savita Medical Centre and in April 2019, Dr Muhammad Shahzad became the registered manager under the terms of a Personal Medical Services (PMS) contract, taking over the management and clinical governance at Savita Medical Centre. Dr Muhammad Shahzad is also the registered manager of Zain Medical Centre, located in Harrow.

Dr Muhammad Shahzad is a single-handed male GP who registered with the CQC in April 2019. The practice employs one male salaried GP, two regular GPs locums, one male and one female. The practice also employs one advanced nurse practitioner and two practice nurses, one healthcare assistant, one practice manager and four reception and administration staff. The practice is currently part of any wider network of 11 GP practices.

The age range of patients is predominantly 15 to 44 years. The practice has a lower percentage of patients over 65 years when compared to the national average. The National General Practice Profile states that 40% of the practice population is from an Asian background with a further 20% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81 years (national average of 79 years). Female life expectancy is 85 years (national average of 83 years).

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>How the regulation was not being met:</b></p> <p>The provider did not do all that was reasonable practicable to assess, monitor, manage and mitigate risks in particular:</p> <ul style="list-style-type: none"><li>• The safeguarding policies did not take account of patients accessing any online services.</li><li>• Staff were not up to date with their routine immunisations such as tetanus, diptheria and polio.</li><li>• Actions were not always taken to address the health and safety risk assessments recommended areas for improvement.</li><li>• The provider had not completed documented premises and security risk assessments.</li><li>• Four members of staff had not received update fire safety training since July and September 2018.</li></ul> <p>This was in breach of Regulation 12 (1) (2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>