

Dr Afzal Hussain

Quality 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 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

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Overall summary

Letter from the Chief Inspector of General Practice

This is a focused inspection of Dr Afzal Hussain for one area within the key question safe. We found the practice to be good in providing safe services. Overall, the practice is rated as good.

The practice had been previously been inspected on 27 May 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, one area was identified as requiring improvement, as the practice was not meeting the legislation at that time; Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment, ensuring the proper and safe management of medicines

Following that inspection the practice was rated as good with the following domain ratings:

Safe – Requires improvement

Effective – Good

Caring – Good

Responsive – Good

Well led – Good.

The practice provided us with an action plan detailing how they were going to make the required improvements. The inspection on 29 November 2016 was to confirm the required actions had been completed. Following this re-inspection, our key findings in the safe domain we inspected were as follows:

- Checks were kept of the fridge temperature.
- Medicine expiry dates were monitored.
- The practice nurse now had more time to carry out administrative tasks and checks on medicines held at the practice.
- Arrangements had been made for the fridge's electrical wiring to be tested.

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?

The practice is rated as good for providing safe services.

In line with agreed time scales 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 reviewed during the inspection included:

- fridge temperature checks
- medicines stock checks

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 27 May 2015. A copy of the full report following this inspection is available on our website at

<http://www.cqc.org.uk/provider/1-199784178>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 27 May 2015. A copy of the full report following this inspection is available on our website at

<http://www.cqc.org.uk/provider/1-199784178>

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 27 May 2015. A copy of the full report following this inspection is available on our website at

<http://www.cqc.org.uk/provider/1-199784178>

Good



Are services well-led?

The practice is rated as good for being well-led.

This rating was given following the comprehensive inspection 27 May 2015. A copy of the full report following this inspection is available on our website at

<http://www.cqc.org.uk/provider/1-199784178>

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 the care of older people.

This rating was given following the comprehensive inspection 27 May 2015. A copy of the full report following this inspection is available on our website at <http://www.cqc.org.uk/provider/1-199784178>

Good



People with long term conditions

The practice is rated as good for the care of people with long-term conditions.

This rating was given following the comprehensive inspection 27 May 2015. A copy of the full report following this inspection is available on our website at <http://www.cqc.org.uk/provider/1-199784178>

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection 27 May 2015. A copy of the full report following this inspection is available on our website at <http://www.cqc.org.uk/provider/1-199784178>

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working-age people (including those recently retired and students).

This rating was given following the comprehensive inspection 27 May 2015. A copy of the full report following this inspection is available on our website at <http://www.cqc.org.uk/provider/1-199784178>

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection 27 May 2015. A copy of the full report following this inspection is available on our website at <http://www.cqc.org.uk/provider/1-199784178>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection 27 May 2015. A copy of the full report following this inspection is available on our website at <http://www.cqc.org.uk/provider/1-199784178>

Good



Summary of findings

What people who use the service say

As part of this focused inspection we did not speak to any people who use the service.

A comprehensive inspection was undertaken 27 May 2015. A copy of the full report following this inspection is available on our website at <http://www.cqc.org.uk/provider/1-199784178>

Areas for improvement

Dr Afzal Hussain

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence provided during the inspection and observed the treatment room where medicines were stored.

Background to Dr Afzal Hussain

Dr Afzal Hussain practice is based in Bury in Greater Manchester and is a single handed GP practice. The practice treats patients of all ages and provides a range of medical services. The practice is a family run practice that has been established for many years. There are approximately 2847 patients on the practice list with 65% being of south Asian origin. The staff team includes one GP, one nurse practitioner, a practice manager, a business manager and a team of administrative and reception staff.

The practice opening hours:

Monday, Tuesday, Thursday from 8.30 am to 6.30 pm

Wednesdays from 8.30 am to 1 pm

Friday from 8.30 am to 8 pm

Patients can book appointments in person or by telephone. The practice provides telephone consultations, pre bookable consultations, same day (advanced access) appointments and home visits to patients who are housebound or too ill to attend the practice. When the practice is closed patients access BARDOC for out of hour's services.

The practice is part of Bury Clinical Commissioning Group and has a General Medical Services contract.

Why we carried out this inspection

We inspected this service as part of our comprehensive inspection programme on 29 November 2016. At this inspection, within the key question safe, medicines management was identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 12 HSCA 2008 (Regulated Activities) Regulations 2014 Safe care and treatment.

This inspection was a focused follow up inspection 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.

How we carried out this inspection

We carried out an announced visit on 29 November 2016. We spoke with the GP and the practice manager. We looked at a sample of records the practice maintained in relation to the provision of services relating to the management of medicines.

Are services safe?

Our findings

Overview of safety systems and processes

The practice was previously inspected on 27 May 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, one area was identified as requiring improvement, as the practice was not meeting the legislation at that time:

Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment

- Ensure the proper and safe management of medicines.

In line with agreed timescales the practice supplied a range of documentary evidence that demonstrated how it had improved in relation to the safe management of medicines. We saw evidence that showed the practice had procedures in place for monitoring and managing medicines:

- A record of the fridge temperature was kept.
- There was a record of medicine expiry dates.
- We were informed the fridge was always kept locked.
- The practice nurse now had more time to carry out administrative tasks and checks.
- The fridge was calibrated to the correct temperature on the day of the visit and arrangements had been made for the fridge's electrical wiring to be tested on 13 December 2016.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused follow-up inspection of medicines management within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/provider/1-199784178>.

Are services caring?

Our findings

Please note this is a focused follow-up inspection of medicines management within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/provider/1-199784178>.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused follow-up inspection of medicines management within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/provider/1-199784178>.

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 follow-up inspection of medicines management within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/provider/1-199784178>.