

Dr Azim and Partners

Inspection report

67 Elliot Road
Hendon
London
NW4 3EB
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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	Inspected but not rated	
Are services safe?	Inspected but not rated	
Are services effective?	Inspected but not rated	
Are services responsive to people's needs?	Inspected but not rated	

Overall summary

We carried out a focused inspection of Dr Azim and Partners practice on 4 May 2023. This was an unrated inspection to follow-up non-compliance. Following our previous inspection on 16 November 2022, the practice was rated Inadequate for the key questions of Safe, Effective and Well Led; and Requires Improvement for Caring and Responsive. The practice was rated Inadequate overall.

We issued two Warning Notices to the practice requiring it to improve the safety of its service by 1 April 2023. The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Azim and Partners on our website at www.cqc.org.uk.

Why we carried out this inspection

We carried out this inspection to follow-up breaches of regulations from our previous inspection on 16 November 2022. We focused specifically on safeguarding, staff recruitment processes and training, assessment and mitigation of risks, infection control, medicines management, significant events, the management of patients with long-term conditions, cervical smear test systems and processes, quality improvement activity, patient toilet facilities and complaints.

We did not rate any key questions at this inspection.

How we carried out the inspection

This inspection was carried out with a site visit on 4 May 2023 alongside remote clinical searches. The methods included:

- Conducting a mix of online and face-to-face interviews with the provider and staff.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Reviewing other documentary evidence of policies and processes.
- Observation of the safety of the premises and equipment.

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 found that the practice had addressed the vast majority but not all of the concerns identified from the previous inspection.

For example:

- The practice had developed clear systems and processes to keep people safeguarded from abuse.
- Recruitment checks were carried out in accordance with the regulations.
- Appropriate standards of cleanliness and hygiene were met.
- There were adequate systems to assess, monitor and manage risks to patient safety.
- Monitoring patients prescribed high risk medicines had improved.

Overall summary

- The management of patients with hypothyroidism had improved but we found continuing issues in relation to the management of patients with acute exacerbations of asthma and patients prescribed Benzodiazepines.
- The practice had satisfactorily implemented one of the national patient safety alerts that we reviewed.
- The system in place for the safety netting of cytology results was effective.
- The practice had improved its quality improvement activity.
- The practice had addressed the issues we identified with the patient toilet facilities at our previous inspection.
- The system for listening and learning from complaints had been improved.

We found a continuing breach of regulations.

The provider must:

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

This practice was placed in special measures following our previous inspection on 16 November 2022. The practice will be kept under review and a comprehensive inspection will be carried out at the end of the special measures period. If necessary we shall take action in line with our enforcement procedures to begin the process of preventing the provider from operating the service. This will lead to cancelling the registration or to varying the terms of the registration if the practice does not improve.

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 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 Azim and Partners

Dr Azim and Partners is situated at 67 Elliot Road, Hendon, London, NW4 3EB and provides NHS primary medical services in the London Borough of Barnet to approximately 8,878 patients through a General Medical Services (GMS) contract (a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract).

The practice is part of the Barnet Primary Care Network (PCN) and registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures; treatment of disease; disorder or injury; and surgical procedures.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth less deprived decile (6 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 4.2% mixed, 26.2% Asian, 8.5% Black, 6.0% other non-White ethnic groups. The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

The practice provides a range of services including childhood immunisations, chronic disease management, cervical screening and travel advice and immunisations, sexual health screening and NHS health checks.

The practice staff comprises of five GPs and one long term GP Locum. The GPs were supported by a new practice manager, two practice nurses, two healthcare assistants, a PCN pharmacist, and four reception staff.

The practice is open between 8am to 6.30pm on Monday, Tuesday, Thursday and Friday and 8am to 20:00pm on Wednesday. The practice offers a range of appointment types including book on the day, telephone and e-consultations and advance appointments. When the surgery is closed, out-of-hours services are accessed through the local out of hours service or NHS 111.

The practice is part of a wider network of GP practices, Barnet Primary Care Network (PCN) that provides services for approximately 54,000 patients within the network.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Treatment of disease, disorder or injury Surgical procedures	Regulation 12 CQC (Registration) Regulations 2009 Statement of purpose Care and treatment must be provided in a safe way for service users <ul style="list-style-type: none">• National evidence-based guidance was not always followed with regards to patients with acute exacerbation of asthma.• For patients prescribed more than 10 prescriptions of Benzodiazepines or 'Z' drugs there was a lack of evidence to demonstrate attempts by the clinical team to wean patients off these medicines and that patients had been informed of the risk of addiction to these medicines.