

Dr Ishtiaq Gilkar

Inspection report

Little Horton Lane Medical Centre
392 Little Horton Lane
Bradford
West Yorkshire
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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 

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 Ishtiaq Gilkar, Little Horton Lane Medical Centre on 21 February 2019 as part of our inspection programme. Dr Ishtiaq Gilkar was previously inspected on 20 November 2014 and was rated as good.

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 good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness, dignity and respect and involved them in decisions about their care.

- The practice continually reviewed the services offered and liaised with patients and the local community to meet patients' needs.
- The way the practice was led and managed promoted the delivery of high-quality, empathetic person-centre care.

Whilst we found no breaches of regulations, the provider **should:**

- Continue to improve and encourage the uptake of screening by patients registered with the practice, including cervical, breast and bowel screening.
- Improve the identification of carers to enable this group of patients to access the care and support they need.
- The practice should continue with their plans to improve patient satisfaction and telephone access for patients.

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

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

Population group ratings

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

Our inspection team

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

Background to Dr Ishtiaq Gilkar

Dr Ishtiaq Gilkar, is located at Little Horton Lane Medical Centre, 392 Little Horton Lane, Bradford, BD3 0NX. The branch location, Birch Medical Centre, is situated in the Woodroyd Centre, Woodroyd Road, Bradford, West Yorkshire, BD5 8EL. Both surgeries are located in purpose built buildings with good transport links, car parking on site and a pharmacy located in the same grounds. The Birch Medical Centre is approximately one mile from the main location. We visited both sites as part of our inspection.

The practice is within the Bradford City Clinical Commissioning Group (CCG) and provides services to 9,053 patients under the terms of a General Medical Services (GMS) contract. This is a contract between General Practices and NHS Bradford City CCG for the delivery of services to the local community.

The provider is registered with the Care Quality Commission (CQC) to deliver the following regulated activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury.

Information from the practice states that 81% of the practice population is from a black and minority ethnic

background. There is a higher than national average number of patients aged 39 and under which is in keeping with the area, with less patients aged over 44 than the national average.

Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. People living in more deprived areas tend to have a greater need for health services. Nationally, the average number of times a person visits their GP in a year is five. CCG statistics show that in Bradford City the average number of visits is between nine and 11.

Bradford City CCG is the most deprived area in England. Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.

Dr Ishtiaq Gilkar is the registered provider of the service and there are a further 10 locum GPs who work a range of part-time hours. Three of these GPs are female. In addition, other clinical staff include a part time advanced nurse practitioner, a full-time practice nurse and a part time healthcare assistant (HCA). There is also a female practice pharmacist. The clinical team are supported by the practice manager and a team of non-clinical staff.

The Little Horton Lane surgery is open between 8.30am and 6pm Monday to Friday. Appointments are available during morning and afternoon clinics.

The practice is a member of a federated healthcare group of 15 practices across the Airedale, Craven & Bradford Districts which offers extended access appointments at three 'hub' sites across the city. Appointments are available between 6.30pm and 9.30pm Monday to Friday and between 10am and 1pm on Saturday and Sunday.

Patients could see a GP, nurse, physiotherapist or a healthcare assistant. The Birch medical centre location is open between 8.30am and 6pm Monday and Friday, and between 8.30am and 1pm on a Wednesday.

Out-of-hours treatment can be accessed by calling the surgery telephone number or contacting the NHS 111 service.

During our inspection we saw that the provider was displaying the previously awarded ratings in the practice and on their website.