

Dr Syed Masroor Imam

Inspection report

Suite 5B Ne8
New Century House, West Street
Gateshead
Tyne and Wear
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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 previously carried out an announced comprehensive inspection at Dr Syed Masroor Imam, also known as the Metro-interchange Surgery on 24 September 2015. Overall the practice was rated as Good. The key questions of safe, effective, caring, responsive were rated as good and well-led was rated as requires improvement. We carried out a focused inspection on 11 November 2016 and found the practice had made the necessary improvements in the domain of well-led and was rated as good.

We carried out an announced focused inspection on 11 March following our annual review of the information available to us. We focused our inspection on the following key questions:

- Is the practice effective?
- Is the practice responsive?
- Is the practice well-led?

Because of the assurance received from our review of information in August 2019 we carried forward the ratings for the following key questions:

- Is the practice safe? – (Good)
- Is the practice caring? – (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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice ensured staff were well trained and competent within their roles.
- The practice responded to complaints effectively and where appropriate apologised to patients who were dissatisfied with the service.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- We received positive feedback about leadership within the practice.

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

- The provider should continue to improve the uptake of cervical screening.
- The provider should ensure that patient group directives are reviewed in a timely manner.
- The provider should establish a patient participation group.

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

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Requires improvement	
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 adviser.

Background to Dr Syed Masroor Imam

Dr Syed Masroor Imam provides services to around 3431 patients from;

Suite 5B Ne8New Century House, West
StreetGatesheadTyne and WearNE8 1HR

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury, family planning and surgical procedures.

Dr Syed Masroor Imam is situated on the first floor within a building on the high street There is level access and lifts in the building. The car park for the building has disabled parking and general parking is available.

The practice has one male GP. There is one practice nurse a practice manager and administration staff. At the time of our inspection a temporary practice manager was in place.

The practice is part of the local GP federation of GP practices who work together to provide appointments with GPs, nurses or health care assistants outside of their normal working hours. Patients can contact the practice reception team to arrange appointments. When this service is not provided patients requiring urgent medical care can contact the out of hours provided by the NHS 111 service.

The practice is part of NHS Newcastle and Gateshead (CCG). The practice provides services based on a General Medical Services (GMS) contract agreement for general practice.

The practice operates in an area with high levels of deprivation. On the deprivation scale it scores 42.74 compared to a CCG average of 29.15 and an England average of 21.72. Of the 6625 practices measured the practice was ranked at 498th with the most deprived practice being ranked at number one.