

Dr Muhammad Shahzad

Inspection report

Edgware Community Hospital
Burnt Oak Broadway
Edgware
HA8 0AD
Tel:

Date of inspection visit: 17 May 2022
Date of publication: 15/07/2022

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 well-led?		Good	

Overall summary

We carried out an announced inspection at Dr Muhammad Shahzad (also known as Zain Medical Centre) on 17 May 2022. Overall, the practice is rated as Good.

Safe - Good

Effective – Good

Well-led - Good

Following our previous inspection on 26 September 2017, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Muhammad Shahzad on our website at www.cqc.org.uk

Why we carried out this inspection

We undertook this focused inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach. We inspected the following key questions:

- *Safe, Effective and Well-led*

The ratings for Caring and Responsive were carried forward from the previous inspection.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

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.
- Information from the provider, patients, the public and other organisations.

Overall summary

We have rated this practice as Good overall.

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.
- Uptake rates of childhood immunisations and cervical cancer screening were below the expected level. The practice demonstrated taking initiative to improve rates, however the impact of this has yet to be seen.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Review the systems for clinical oversight of staff undertaking structured medication reviews.
- Continue to monitor and take action to improve the uptake of childhood immunisations and cervical cancer screening.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and 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 Muhammad Shahzad

Dr Muhammad Shahzad (also known as Zain Medical Centre) is located in Edgware at:

Ground Floor, Edgware Community Hospital

Burnt Oak Broadway

Edgware

HA8 0AD

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 and surgical procedures.

The practice is part of the North West London Clinical Commissioning Group (CCG) and Harrow Borough team. The practice delivers General Medical Services (GMS) to a patient population of about 3,100. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as Harrow Collaborative Primary Care Network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the seventh decile (7 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 53% Asian, 31% White, 9% Black, 3% Mixed, and 4% Other.

The practice is led by a GP principal (male). The GP principal is supported by a practice manager, two long-term GP locums, an advanced nurse practitioner, a locum advanced nurse practitioner, a practice nurse, a phlebotomist and a small team of reception/administration staff. The practice receives support from PCN staff including a pharmacist and a first contact physiotherapist.

The practice is open between 8am to 6.30pm Monday to Friday. Extended hours GP appointments are offered on Monday evenings from 6.30pm – 8pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally at hub locations, where late evening and weekend appointments are available.