

# Drs J B & A J Ghauri

## Inspection report

The Surgery  
1a Hawksbury Road  
Canvey Island  
Essex  
SS8 0EX  
Tel: 01268 682303  
www.thesurgerycanveyisland.co.uk

Date of inspection visit: 12/02/2019  
Date of publication: 14/03/2019

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 The Surgery Canvey Island on 12th February 2019 as part of our inspection programme.

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 except for people with long-term conditions .**

We rated the practice as **good** for providing safe, effective, caring, responsive and well led services because:

- 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 and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

We rated the population group people with long-term conditions as requires improvement for providing effective services because:

- The practice's clinical outcome indicators for 2017/2018 were below the local and national average for people experiencing diabetes, hypertension, COPD and asthma and this was a statistical variation. The unverified data from this year showed an upward trend across all areas but still below the local and national averages from last year. We found that there had been no action plan implemented as a result of 2017/18 data.

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

- Continue to improve their QOF data and address the areas relating to asthma and COPD.
- Continue to monitor outcomes for percentage of patients with schizophrenia, bipolar affective disorder and other psychoses who have a comprehensive, agreed care plan documented in the preceding 12 months
- Monitor cancer indicators and improve outcomes.
- Strengthen process for the security of blank prescription pads.
- Carry out a risk assessment in relation to not having a defibrillator kept onsite.

**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

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

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a GP specialist adviser.

## Background to Drs J B & A J Ghauri

The Provider of this service is Drs JB & AJ Ghauri, which is located at The Surgery Canvey Island, 1a Hawksberry Road, Canvey Island, SS8 0EX. The provider is registered to provide the following regulated activities: Family planning, Treatment of disease, disorder and injury, Maternity & midwifery services, Surgical procedures and Diagnostic & screening procedures.

The Surgery Canvey Island has approximately 6000 patients registered with this practice.

There are two male partners and one associate GP who is female. The practice has two nurse practitioners and two healthcare assistants. Clinicians are supported by a practice manager and a team of reception and administrative staff.

The practice population is predominantly White British with an age distribution of male and female patients predominantly in the working age population group. The patients come from a range of income categories with an

average for the practice being in the fourth most deprived category. One being the most deprived and ten being the least deprived. The practice has a lower than average number of patients over the age of 65 years and about 8% of patients are over the age of 75 years which is lower than local averages but higher than national averages. Around 20% were under the age of 18 which is higher than local averages but in line with national averages. In the last two years Canvey Island has seen a large community of Orthodox Jewish families relocate to the area from London and to date the practice has registered over 200 people from this community.

The practice is part of a group of local surgeries that offer routine GP & Nurse appointments out of hours. This service is provided by GP Healthcare alliance and appointments are provided between 18.30 and 20.00 Monday to Friday and between 9.00 and 15.00 on a Saturday and Sunday.