

# Dr Hafiz Rehman

## Inspection report

60 Thornton Lodge Road  
Thornton Lodge  
Huddersfield  
West Yorkshire  
HD1 3SB  
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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 effective?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Dr Hafiz Rehman on 15 November 2017. Overall the practice was rated as good. However, the practice was rated as requires improvement in the key question of are services effective. This was based on the population groups of people with long-term conditions and people experiencing poor mental health being rated as requires improvement for receiving effective services.

We undertook an announced focussed follow up inspection at Dr Hafiz Rehman on 5 March 2019 to check that the practice had made the improvements required. This report only covers our findings in relation to those requirements. The practice is now rated as good for providing effective services.

Our judgement of the quality of care at this service is based on a combination of what we found when we inspected, information from the provider, patients, public, other organisations and our ongoing monitoring of data about services.

You can read the full comprehensive report which followed the inspection in November 2017 by selecting the 'all reports' link for Dr Hafiz Rehman on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Our key findings across all the areas we inspected were as follows:

- The practice had improved the care and treatment provided to people living with long-term conditions, including those living with diabetes, and for people experiencing poor mental health, including people living with dementia.
- Clear records were kept in relation to the exception reporting of patients and the rationale.
- Since the previous inspection, an additional locum GP and a specialist LTC nurse had been employed to support service delivery to patients.
- The practice had undertaken their own patient satisfaction survey and had engaged their patient participation group in this process.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</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.

## Background to Dr Hafiz Rehman

Dr Hafiz Rehman (also known as Thornton Lodge Surgery), 60 Thornton Lodge Road, Huddersfield, HD1 3SB), provides services for 2,473 patients. The surgery is situated within the Greater Huddersfield Clinical Commissioning Group and provides primary medical services under the terms of a personal medical services (PMS) contract.

Services are provided from a purpose built and accessible building which is owned by the provider. The practice, located in a densely populated urban area, experiences higher levels of deprivation and the population is mainly South Asian.

The practice is registered to provide the following regulated activities; maternity and midwifery services; surgical procedures, family planning, diagnostic and screening procedures and treatment of disease, disorder or injury.

Information published by Public Health England rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 76 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.

Dr Hafiz Rehman is registered as a sole provider. Dr Rehman attends the practice two days a week and undertakes the equivalent of four clinical sessions. Locum GP cover is provided for the remainder of the week with two long-term (male and female) locum GPs offering five sessions a week.

The practice has a nurse and a practice manager. The provider also employs a team of part-time reception staff and a cleaner.

The practice is open Monday, Tuesday, Wednesday and Friday from 8am to 6:30pm and Thursday from 8am to 1pm. A neighbouring practice provides cover for urgent matters on a Thursday afternoon.

Out of hours treatment is provided by Local Care Direct, which can be accessed by calling the surgery telephone number or contacting the NHS111 service.

When we returned for this inspection, we checked and saw that the previously awarded ratings were displayed as required in the premises and on the practice's website.