

Dr I K Babar & Partners

Inspection report

The Croft Shifa Health Centre
Floor 2, Belfield Road
Rochdale
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Date of inspection visit: 01 September 2022
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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?

Requires Improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Dr IK Babar and Partners on 1 September 2022. Overall, the practice is rated as Good.

The ratings for each key question are:

Safe - Requires improvement

Effective - Good

Caring – Good (rating awarded at last inspection on 9 May 2017)

Responsive - Good (rating awarded at last inspection on 9 May 2017)

Well-led - Good

Following our previous inspection on 9 May 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 IK Babar and partners on our website at www.cqc.org.uk

Why we carried out this inspection

We undertook this inspection due to the length of time since the last inspection. This included focusing on the key questions safe, effective and well led. Caring and responsive were not inspected.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- 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 and
- information from the provider, patients, the public and other organisations.

Overall summary

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.
- 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**:

- Continue to improve the process for reviewing, monitoring and recording clinical information for patients on long term medication.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who 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 I K Babar & Partners

Dr IK Babar and Partners is located in Rochdale at:

Croft Shifa Health Centre

Floor 2

Belfield Road

Rochdale

Lancashire

OL16 2UP

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

The practice is situated within the NHS Greater Manchester Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 8635. This is part of a contract held with NHS England.

The practice is part of a wider group of GP practices called The Bridge Primary Care Network (PCN). PCNs work together with community, mental health, social care, pharmacy, hospital and voluntary services in their local area.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one 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 50% Asian, 45.6% White, the rest are mixed and other ethnicities.

The age distribution of the practice population shows that there are more male and female patients under the age of 45 and less male and females over the age of 50 than local and national averages. There are more male patients registered at the practice compared to females.

There is a team of three GP partners, 2 male and 1 female and 2 long term locums. The practice has a nursing team of one practice nurse and one agency nurse who provide nurse led clinics for long-term conditions and two health care assistants. The clinical team is supported by a practice manager, an IT lead and a team of reception/administration staff.

The practice is open between 7.30am to 6.30pm Monday, Tuesday, Wednesday, Friday and 7.30am to 7.45pm Thursday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by BARDOC, where late evening and weekend appointments are available. Out of hours services are provided by NHS111.