

# Dr Ishtiaq Gilkar

## Inspection report

Little Horton Lane Medical Centre  
392 Little Horton Lane  
Bradford  
BD5 0NX  
Tel: 08444773412  
[www.drgilkarandpartner.webstarts.com](http://www.drgilkarandpartner.webstarts.com)

Date of inspection visit: 05 May 2022  
Date of publication: 30/05/2022

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 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 Ishtiaq Gilkar, Little Horton Lane Medical Centre on 4 and 5 May 2022. Overall, the practice is rated as Good.

The ratings for each key question are:

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

At our previous inspection on 21 February 2019, the practice was rated Good overall and for all key questions.

previous inspections can be found by selecting the 'all reports' link for Dr Ishtiaq Gilkar on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a comprehensive inspection undertaken at the same time as CQC inspected a range of urgent and emergency care services in West Yorkshire. We undertook this inspection to review the quality of care delivered by GP providers and the experience of people who use GP services. We asked a range of questions in relation to urgent and emergency care. The responses we received have been used to inform and support system-wide feedback. We also included additional questions to establish the practice response to access to appointments for patients following the COVID-19 pandemic.

## 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 telephone and 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 site visit to the location and the branch site, Birch Medical Centre.

## Our findings

# Overall summary

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**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. There were adequate systems to assess, monitor and manage risks to patient safety.
- End of life care was delivered in a coordinated way which took into account the needs of those whose circumstances may make them vulnerable. Staff and clinicians had completed training in the quality markers of good clinical practice for end of life patients.
- Through joint working with stakeholders, the practice supported holistic care and treatment for patients.the Primary Care Network (PCN) and local GP Federations.
- The practice participated in measures to limit antimicrobial prescribing for optimum benefit to patients.
- 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 had reviewed and 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**:

- Continue to develop systems to improve uptake rates for childhood immunisations
- Improve uptake rates for cancer screening programmes including cervical screening
- Improve patient access at the practice
- Improve patient satisfaction at the practice.

**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 at the practice during a site visit and by using video conferencing facilities. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and a records review without visiting the location.

## Background to Dr Ishtiaq Gilkar

Dr Ishtiaq Gilkar is located in Bradford at:

Little Horton Lane Medical Centre

392 Little Horton Lane

Bradford

BD5 0NX.

The branch location, Birch Medical Centre, is situated at

The Woodroyd Centre

Woodroyd Road

Bradford

BD5 8EL.

We visited both the location and the branch as part of our inspection.

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, surgical procedures and family planning.

The practice is situated within the NHS Bradford District and Craven Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a population of around 8,995 patients. This is a contract between general practices and Bradford District and Craven CCG for delivering services to the local community.

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. People who live in disadvantaged areas tend to experience worse health; they are at greater risk of having multiple health conditions and they are more likely to have multiple conditions at younger ages, and therefore require more support to manage their health.

According to the latest data available 55% of the practice population is from an Asian background, 32% of the population is from a white background with a further 13% of the population originating from black, mixed or other non-white ethnic groups.

The age distribution of the practice population differs from local and national averages. The practice supports a higher than average number of patients aged 44 and under, and significantly lower than average numbers of patients aged 45 and over. 33% of the population are aged 17 or under. Only 6% of the population are aged over 66.

There are more male patients registered at the practice compared to females.

Dr Ishtiaq Gilkar is the registered provider of the service and there are a further 10 locum GPs who work a range of part-time hours. Four of these GPs are female. In addition, other clinical staff include a female part time advanced nurse practitioner, two practice nurses, one of whom is full-time and two part time healthcare assistants (HCA's). There is also a female advanced clinical pharmacist and a locum physicians associate. The clinical team are supported by various staff from the primary care network (PCN) including a social prescriber, the practice manager and a team of non-clinical staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, appointments at the practice are a mix of telephone consultations, e-consultations and face to face appointments. If the patient needs to be seen face-to-face, this is facilitated following clinical triage.

Reception services at Dr Ishtiaq Gilkar are open between 8.30am- 6pm Monday to Friday. Appointments are available during morning and afternoon clinics.

The Birch Medical Centre is open between 8.30am and 6pm Monday and Friday, and between 8.30am and 1pm on a Wednesday.

The practice works with a local GP federation and is a member of a primary care network (PCN) which provides extended hours access appointments seven days per week at three locations across the CCG. Appointments are available between 6.30pm and 9.30pm on weeknights and from 10am to 2pm at weekends. Patients can be referred to a range of health professionals including GPs, nurses, phlebotomy services and physiotherapists.

Services are provided by Local Care Direct between 6pm and 6.30pm Monday to Friday and out of hours services can be accessed by calling the surgery telephone number or contacting the NHS 111 service.

During our inspection we saw that the provider was displaying the previously awarded ratings in the practice and had links from their website to their CQC report and ratings.