

Dr Nazareth, Dr Hameed, Dr Frankland and Dr Ihsan

Inspection report

Waterloo Health Centre
Wakefield Road, Waterloo
Huddersfield
West Yorkshire
HD5 9XP
Tel: 01484 500977
www.thewaterloopractice.co.uk

Date of inspection visit:
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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 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Dr Nazareth, Dr Hameed, Dr Frankland and Dr Ihsan on 5 September 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions; are services effective and are services well-led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: are services safe, are services caring and are services responsive.

Our judgement of the quality of care at this service is based 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.

We found that:

- Patients received effective care and treatment that met their needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The lead GP and the practice manager were visible and approachable.

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

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

Background to Dr Nazareth, Dr Hameed, Dr Frankland and Dr Ihsan

Drs Nazareth, Hameed, Frankland and Ihsan practice is also known as The Waterloo practice and is a member of Greater Huddersfield Clinical Commissioning Group (CCG). It is located within an urban area of Huddersfield, situated in modern purpose-built premises. There is disabled access, all patient areas are on one level and there are car parking facilities on site. There is also an on-site pharmacy.

The practice has a patient list size of 9,580 with a slightly higher than national average of patients aged between 65 to 85 years. The majority of patients are white British and there are moderate levels of deprivation in the practice area. The practice has close links to local residential nursing/care homes and provides care and support as needed for registered patients who reside there.

The practice has one site, which we visited as part of this inspection:

Waterloo Health Centre, Wakefield Road, Waterloo, Huddersfield, West Yorkshire HD5 9XP.

The practice is registered with the Care Quality Commission to provide the following regulated activities:

- Diagnostic and screening procedures
- Maternity and midwifery services
- Treatment of disease, disorder or injury
- Surgical procedures

- Family planning

The practice provides General Medical Services (GMS) under a locally agreed contract with NHS England.

In addition they provide medical services to a local young people's home for patients who have complex physical and mental health needs.

The practice is open between 8am and 6pm Monday to Friday, closing between 1pm to 2pm each day.

Appointments are available from 8.30am to 1pm and 2pm to 5.50pm. Extended surgery hours are offered on one evening per week, the day is not fixed but varies depending on which GPs are managing the clinic. Pre-booked appointments for these clinics are available from 6.30pm to 8pm.

When the practice is closed out-of-hours services are provided by Local Care Direct, which can be accessed via the surgery telephone number or by calling the NHS 111 service.

The Waterloo Practice is a training practice and is accredited to train qualified doctors to become GPs. There are six GP partners, four male and two female.

There are currently two GP registrars; and one advanced nurse practitioner. The clinical team also consists of three practice nurses and two health care assistants; all of whom are female.

The clinicians are supported by a practice manager and a team of administration and reception staff.

The practice has good working relationships with local health, social and third sector services to support provision of care for its patients. (The third sector includes a very diverse range of organisations including voluntary, community groups).

When we returned to the practice for this inspection, we checked, and saw that the previously awarded ratings were displayed, as required, in the practice premises. The overall rating was displayed on the practice website with a link to the inspection report.