

Dr Anjum Seema Iqbal

Quality Report

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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 service

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 

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

This is a focused desk top review of evidence supplied by Dr Anjum Seema Iqbal, also known as Ightenhill Medical Centre for one area within the key question safe.

We found the practice to be good in providing safe services. Overall, the practice is rated as good.

The practice was inspected on 5 April 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (HSCA). At that inspection, the practice was rated 'good' overall. However, within the key question safe, one area was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 19 Fit and proper persons employed.

At the inspection in April 2016 we found that; although the practice had a recruitment policy in place. This had not been followed for the recruitment of a staff member who had been previously employed by the practice.

The practice supplied an action plan and a range of documents which demonstrated they are now meeting the requirements of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to fit and proper persons employed since the inspection carried out in April 2016.

Evidence supplied included copies of references and the Disclosure and Barring Service (DBS) check for the member of staff returning to work at the practice.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection in April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection in April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection in April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services well-led?

The practice is rated as good for providing well-led services.

This rating was given following the comprehensive inspection in April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection in April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



People with long term conditions

The practice is rated as good for the care of people with long term conditions.

This rating was given following the comprehensive inspection in April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection in April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students).

This rating was given following the comprehensive inspection in April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection in April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection in April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

What people who use the service say

As part of this focused desk top review we did not speak to any people who use the service.

Dr Anjum Seema Iqbal

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence submitted.

Background to Dr Anjum Seema Iqbal

Dr Anjum Seema Iqbal, also known as Igthenhill Medical Centre is a small community GP surgery which provides primary care services under a general medical services contract with NHS England in Burnley, East Lancashire. The practice population is around 2220.

The practice team consists of one female principal GP, one male GP who works one day a week as a sessional locum, one female part time nurse and one part time male health care assistant. They are supported by a practice manager, a management support assistant and a team of five

receptionists and a cleaner. The practice is a training practice for second year medical students and Dr Iqbal is a GP appraiser.

The practice is open Monday from 8am until 7pm and Tuesday to Friday 8am until 6.30pm. A GP is available every morning from 8.30am until 11am and afternoons from 3pm until 6pm Monday to Friday, by appointment, except on Wednesdays when the practice closes from 1pm until 3pm

for staff training. On Wednesdays reception opens from 3pm until 6.30pm but there are no afternoon appointments, although patients with urgent needs are directed to a mobile number and always seen by the GP if necessary.

Out of hours services are provided by East Lancashire Medical Services Ltd through a contract with East Lancashire Clinical Commissioning Group. There are a higher number of patients over 45 years old than the national average. Practice data shows slightly more patients than average with a long-standing health condition at 60%, compared to the national average of 54%. Information published by Public Health England rates the level of deprivation within the practice population group as two on a scale of one to 10 (level one represents the highest levels of deprivation and level 10 the lowest).

East Lancashire has a higher prevalence of COPD, smoking and smoking related ill health, cancer, mental health and dementia than national averages.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 5 April 2016. This inspection was a planned focused desk top review to check whether the provider had taken the required action and was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How we carried out this inspection

At the inspection in April 2016, we found that one area within the key question safe required improvement.

Detailed findings

Following the inspection the practice supplied an action plan with timescales telling us how they would ensure they met Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to Regulation 19 fit and proper persons employed.

We reviewed this information and made an assessment of this against the regulations.

Are services safe?

Our findings

The practice is rated as good for providing safe services.

When the practice was inspected on 5 April 2016 we found appropriate recruitment checks had not consistently been undertaken prior to employment. This included; proof of identification, references, qualifications, registration with the appropriate professional body and the appropriate checks through the Disclosure and Barring Service (DBS). (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable). There was no evidence of updated checks having been made for a staff member who had returned to work for the practice.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to fit and proper persons employed since the inspection carried out in April 2016.

The practice provided copies of recruitment records for the member of staff returning to work at the practice. This showed that a Disclosure and Barring Service check (DBS) had been requested and received as required. In addition the practice manager had carried out other required recruitment checks for the returning member of staff. This included obtaining references in accordance with the practice recruitment protocols. In addition the practice manager had developed a recruitment pathway checklist to ensure the recruitment process was carried out in line with the practice policies and procedures.

The information supplied demonstrated that the practice was meeting the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Regulation 19 fit and proper persons employed.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services caring?

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

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Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Please note this is a focused desk top review of safe care and treatment within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>