

Dr VK Dewan

Inspection report

Lyng Centre For Health & Social Care
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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 focussed inspection at Dr VK Dewan's practice on 5 July 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 at this location effective?
- Are services at this location well-led?

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 and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. Risks were well managed.
- 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 organised and delivered services to meet patients' 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.
- The practice was responsive to feedback received to improve the service.

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 consisted of a CQC lead inspector and a GP specialist advisor.

Background to Dr VK Dewan

Dr VK Dewan's practice is located in a purpose built health centre in West Bromwich which it shares with three other practices and other community health services. The practice is situated in an urban area.

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.

Dr VK Dewan's practice is situated within the Sandwell and West Birmingham Clinical Commissioning Group (CCG) and provides services to 1,921 patients under the terms of a General Medical Services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of a GP partner and a non-clinical partner (Practice Manager). Practice staffing consists of one GP partner (male) and a long term locum GP (male). The practice team includes one practice nurse, a practice manager supported by the practice secretary and three receptionists. The practice is part of local primary care network of GP practices.

The practice opening times are 8am to 6.30pm, Monday to Friday. Consulting times are 9am to 11.40am and 3.50pm to 6.10pm. When the practice is closed patients can access primary medical services through the NHS 111 telephone service.

The practice is part of Sandwell Health Partnership Federation primary care network of GP practices which provides extended access provision to the member practices at other local hub practices. Extended access appointments are available between 6.30am and 8pm Monday to Friday and on a Saturday and Sunday.

The age distribution of the practice population is broadly similar to that of the CCG and national average. The National General Practice Profile states that 63% of the practice population is white with 37% from a black and minority ethnic (BME) group, Asian being the largest BME group (24%). 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 77 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.