

Dr Mohan S Saini

Inspection 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.

Overall summary

This practice is currently rated as Inadequate. This rating was given at our previous inspection on 22nd July 2019.

We carried out an announced focussed inspection of Dr Mohan S Saini on 14 November 2019. This inspection was undertaken to follow up on breaches of regulations which had been identified at our previous inspection in July 2019 in relation to safe care and treatment and protecting patients from abuse and improper treatment. We issued the practice with two warning notices requiring them to achieve compliance with the regulations set out in the warning notice by 17 September 2019 and 1 October 2019.

At this inspection we found that all the requirements of the warning notice had been met.

Our key findings across the areas we inspected for this focused inspection were as follows;

- We found that the practice had reviewed and updated their system for ensuring that prescriptions were kept and used securely and monitored appropriately. The practice demonstrated that this was working effectively.
- The practice was able to demonstrate that systems were in place to ensure the health and safety of patients and staff and the management of infection control had been reviewed and updated. Baseline checks had been established by the leadership team to ensure that these were working as intended and were effective.

- Patient specific Directions were in place and appropriate. Staff we spoke with were clear about the importance of these and were able to articulate the system in place to ensure appropriate authorisation was in place before vaccines were given.
- Systems in place to manage the safe storage and usage of medicines had been reviewed, updated and baseline checks had been established to ensure that these were working effectively and as intended. Staff we spoke with were clear and knowledgeable on the process and were able to articulate their role and responsibility well.
- We found that the system to ensure that patients were safeguarded from abuse and improper treatment had been reviewed and strengthened. The practice had developed additional templates for the clinical system to ensure that information was recorded correctly, easily retrieved and shared with relevant professionals promptly and appropriately.

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

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 Mohan S Saini

Dr. Mohan S. Saini is located in the Handsworth area of Birmingham. The provider operates from a health centre premises which are shared with other providers of healthcare services and owned by NHS property services. The practice is not currently part of any wider network of GP practices. There are good public transport links nearby.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice provides NHS services through a General Medical Services (GMS) contract to 3176 patients. The practice is part of the Sandwell Clinical Commissioning Group (CCG).

The practice's clinical team is led by a father and daughter team of two GP partners. Long-term locum GPs provide occasional sessions to cover the provider's absence. A female practice nurse works at the practice once a week, on a Wednesday. There is also a full-time health care assistant (HCA), who runs most of the long-term condition clinics. The practice manager is supported by an independent primary care consultant and a team of administrative staff.

Practice opening times are Monday to Friday 8am until 6.30pm, clinic times run from 9am until 12.30pm and then from 4pm to 6pm each day, except Tuesday and Thursdays when the practice has extended its opening

hours until 7pm, the last clinical appointment is at 6.50pm. In addition, the practice runs a triage service between 9am and 10am each weekday morning to ensure patients are seen by the most appropriate person.

Standard appointments are 10 minutes long, with patients being encouraged to book double slots should they have several issues to discuss. Patients who have previously registered to do so may book appointments online. The provider can carry out home visits for patients whose health condition prevents them attending the surgery.

The practice offers their patients additional hours at other local surgeries outside of normal surgery hours, between 6.30pm - 8pm each weekday and between 9am - 1pm on Saturdays and 10am - 1pm on Sundays.

Out-of-hours service for the practice are provided by Birmingham And District General Emergency Room (BADGER).

The patient profile for the practice has an above-average working age population, between the ages of 20 and 49 years and fewer than average children and older patients, aged over-65. The locality has a higher than average deprivation level. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Over 80% of the practice area population is of black and minority ethnic background.