

Dr Vijaya Joshi

Quality Report

Chapel Medical Centre
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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

Contents

Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3
The six population groups and what we found	5

Detailed findings from this inspection

Our inspection team	7
Background to Dr Vijaya Joshi	7
Why we carried out this inspection	7
How we carried out this inspection	7
Detailed findings	8

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dr Vijaya Joshi on 15 March 2016. The overall rating for the practice was good, however the practice required improvement in the key question safe. The full comprehensive report on the March 2016 inspection can be found by selecting the 'all reports' link for Dr Vijaya Joshi on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 9 February 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 15 March 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice remains rated as good.

Our key findings were as follows:

- We reviewed a range of documents and spoke with staff which demonstrated they were now meeting the requirements of Regulation 12 Health & Social Care Act

2008 (Regulated Activities) Regulations 2014: Safe care and treatment and Regulation 19 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Fit and proper persons employed

- Significant events were now recorded appropriately and systems were in place to disseminate learning from the discussion and analysis of these, with a clear audit trail in place.
- The registered provider had ensured that recruitment arrangements included all necessary employment checks for all staff that included taking up references and completing enhanced disclosure and barring service checks, in particular for staff who were already undertaking chaperoning duties.

On this inspection we also found that the practice had:

- Reviewed the Patient Group Directions and the Patient Specific Directions to ensure they are all signed.
- Ensured that non-clinical team meetings were held on a regular basis.
- Implemented a note summarising procedure and note summarising training for staff performing the task.
- Reviewed confidentiality at the reception desk.

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.

On inspection we spoke with staff and reviewed documentary evidence to demonstrate how they had improved their practices in relation to the key question safe since the last inspection.

- Significant events were now recorded appropriately and systems were in place to disseminate learning from the discussion and analysis of these, with a clear audit trail in place.
- The registered provider had ensured that recruitment arrangements included all necessary employment checks for all staff that included taking up references and completing enhanced disclosure and barring service checks, in particular for staff who were already undertaking chaperoning duties.
- The practice had reviewed the Patient Group Directions and the Patient Specific Directions to ensure they were all signed.
- Ensured that non-clinical team meetings were held on a regular basis.
- Reviewed confidentiality at the reception desk.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection on 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-493161426>

On this inspection we reviewed documentary evidence to demonstrate how they had improved some of their practices in relation to the key question effective since the last inspection.

- The practice had implemented a note summarising procedure and note summarising training for staff performing the task.

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection on 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-493161426>

Good



Summary of findings

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 on 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-493161426>

Good



Are services well-led?

The practice is rated as good for being well-led.

This rating was given following the comprehensive inspection on 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-493161426>

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 on 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-493161426>

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 on 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-493161426>

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 on 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-493161426>

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 on 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-493161426>

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 on 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-493161426>

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 inspections on 15 March 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-493161426>

Good



Dr Vijaya Joshi

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the evidence provided at the time of the inspection.

Background to Dr Vijaya Joshi

The practice of Dr Vijaya Joshi, also known as Chapel Medical Centre is situated in a converted chapel, located on the main road in Irlam. At the time of our inspection there were approximately 2200 patients registered with the practice. It is a member of NHS Salford Clinical Commissioning Group (CCG).

There are two GPs (both female) and a practice nurse and a healthcare assistant. There is also a practice manager with a supporting reception and administration team.

The practice delivers commissioned services under the General Medical Services (GMS) contract.

The practice is open on a Monday, Tuesday, Thursday and Friday from 8am to 6pm, and Wednesday from 8am to 8pm.

Patients can book appointments online, in person or by phone. Emergency appointments are available each day. There is an out of hours service available provided by Salford Royal NHS Foundation Trust

Why we carried out this inspection

We undertook a comprehensive inspection of Dr Vijaya Joshi on 15 March 2016 under Section 60 of the Health and

Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall but requires improvement in the key question safe. The full comprehensive report following the inspection in March 2016 can be found by selecting the 'all reports' link for Dr Vijaya Joshi on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Dr Vijaya Joshi on 9 February 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

Following the inspection on 15 March 2016 the practice supplied an action plan telling us how they would ensure they met the requirements of Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe care and treatment and Regulation 19 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Fit and proper persons employed.

We carried out an announced visit on 9 February 2017. A CQC inspector reviewed and analysed the evidence provided by the practice and made an assessment of this against the regulations.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on 15 March 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of recording and reviewing significant events and undertaking appropriate recruitment checks were not on place.

These arrangements had significantly improved when we undertook a follow up inspection on 9 February 2017. The practice is now rated as good for providing safe services.

Safe track record and learning

- Significant events were now recorded appropriately and systems were in place to disseminate learning from the discussion and analysis of these, with a clear audit trail in place. We saw evidence these were discussed at both clinical and non-clinical meetings.

Overview of safety systems and process

- The registered provider now ensured that recruitment arrangements included all necessary employment checks for all staff that included taking up references and completing enhanced disclosure and barring service checks, in particular for staff who were already undertaking chaperoning duties.
- The practice had reviewed the Patient Group Directions and the Patient Specific Directions to ensure they were all signed.
- The practice reviewed confidentiality at the reception desk. There was an area away from the main reception area where patients could speak with staff confidentially if required.
- The practice/provider ensured that non-clinical team meetings were held on a regular basis. We saw minutes of these meetings and staff confirmed they took place on a monthly basis.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this was a focused inspection of the key question safe. However we did review some aspects of this key question.

Please refer to the comprehensive inspection report for this service that covers this key question in detail that is available on our website at the following web site

<http://www.cqc.org.uk/location/1-493161426>

At our previous inspection on 15 March 2016 we rated the practice as good for providing effective services. However there were areas of this key question that should be improved.

These areas had significantly improved when we undertook a follow up inspection on 9 February 2017.

Effective staffing

The practice had implemented a note summarising procedure and note summarising training for staff performing the task. This task was undertaken by the practice manager and we saw evidence of plans in place to train other staff members.

Are services caring?

Our findings

Please note this was a focused inspection of the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that covers this key question in detail that is available on our website at the following website:

<http://www.cqc.org.uk/location/1-493161426>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this was a focused inspection of the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that covers this key question in detail that is available on our website at the following website:

<http://www.cqc.org.uk/location/1-493161426>

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 was a focused inspection of the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that covers this key question in detail that is available on our website at the following website:

<http://www.cqc.org.uk/location/1-493161426>