

# Dr C Kanneganti & Dr K Gohil

## Inspection report

High Street  
Goldenhill  
Stoke On Trent  
ST6 5QJ

Tel: 01782772242

[www.goldenhillmedicalcentre.nhs.uk](http://www.goldenhillmedicalcentre.nhs.uk)

Date of inspection visit: 09 January 2024

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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 safe?

Good



Are services effective?

Good



Are services caring?

Good



Are services responsive to people's needs?

Good



Are services well-led?

Good



# Overall summary

We carried out an announced comprehensive inspection at Dr C Kanneganti & Dr K Gohil on 9 January 2024. Overall, the practice is rated as good.

Safe - good

Effective good

Caring - good

Responsive - good

Well-led - good

Our previous inspection was on 7 September 2016 when the practice was rated good overall and for all 5 key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr C Kanneganti & Dr K Gohil on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities as the practice was last inspected in 2016 and as such, as aged rating.

The focus of our inspection included:

- Safe, effective, caring, responsive and well led key lines of enquiry
- Follow up included the 'should' advisory note identified in our previous inspection

## How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.
- Staff questionnaires
- Information provided by stakeholders such as, patient participation group, local Healthwatch, care homes and Staffordshire and Stoke On Trent Integrated Care Service.

## Our findings

We based our judgement of the quality of care at this service on a combination of:

# Overall summary

- 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 found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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.
- 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.

Whilst we found no breaches of regulations, the provider **should**:

- Take account of the issues flagged by the practice electronic system when completing medicines reviews.
- Document discussions with patients regarding asthma patients higher inhaler use.
- Complete an evaluation of the effectiveness of the measures put in place to mitigate risk of reoccurrence in significant events.
- Improve uptake for childhood immunisations in 5-year-olds, for measles, mumps and rubella immunisations.
- Improve cervical screening uptake.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Dr C Kanneganti & Dr K Gohil

Dr C Kanneganti & Dr K Gohil is located in Stoke On Trent and is locally known as Goldenhill Medical Centre, at:

High Street

Goldenhill

Stoke-on-Trent

Staffordshire

ST6 5PQ

Tel: 01782 772242

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 and surgical procedures.

The practice is a training practice and has medical students and nursing students on a regular basis.

The practice is situated within the Staffordshire and Stoke On Trent Integrated Care System (ICS) and delivers General Medical Services (GMS) as part of a contract held with NHS England.

The practice is part of a wider network of GP practices entitled, About Better Care, Primary Care Network (PCN). Additional roles staff within the PCN and available to patients at the practice include, a healthcare assistant, pharmacist and pharmacy technician, a first contact physiotherapist and a physiotherapist technician.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second lowest decile (2 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 8.4% Asian, 1.9% Black, 2% Mixed, 1% Other and 86.7% White.

The clinical team comprises of 3 male GPs, a sessional locum female GP, a female nurse prescriber and a female practice nurse. The practice clinical team are supported by a team of reception/administration staff. The practice business partner and business manager provides managerial oversight.

The practice is open between 8am to 8pm on Monday and Tuesday, 8am to 7pm on Wednesday and Friday and 8am to 1pm on Thursday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. The health visitors run a walk-in clinic at the practice every Tuesday between 2pm and 3pm.

Extended access is provided locally by Staffordshire Doctors Urgent Care (SDUC) based on Campbell Road, Stoke On Trent, where late evening and weekend appointments are available.

Out of hours services are provided by NHS 111.

Further information regarding this practice can be found on the practice website: [www.goldenhillmedicalcentre.nhs.uk](http://www.goldenhillmedicalcentre.nhs.uk)