

Dr Murthy Motupalli

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 Murthy Motupalli, for three areas, 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 11 March 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated 'good' overall. However, within the key question safe, safe care and treatment and fit and proper

persons employed were identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 12 Safe care and treatment and Regulation 19 Fit and proper persons employed.

The practice supplied an action plan and a range of documents which demonstrated they are now meeting the requirements of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Safe care and treatment and Regulation 19 Fit and proper persons employed.

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.

The practice was inspected on 11 March 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. Following the inspection the GP practice was rated as requires improvement for the key question Safe.

There were shortfalls in how the practice was managing the recruitment procedures to ensure they only employed fit and proper staff, medicines management and availability of medical oxygen. There were also shortfalls identified with regard to infection control specifically in relation to privacy screens.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices since the last inspection.

Evidence supplied included;

- A contract with a supplier of medical oxygen for supply and maintenance of a medical oxygen cylinder. The practice had implemented a new policy and process on the prescribing of controlled medicines.
- The practice manager provided evidence that a legionella risk assessment had been completed by an external contractor on 20 April 2016.
- Three new privacy screens had been purchased and a plan implemented to ensure they were cleaned or changed in line with NHS guidance on infection prevention and control.
- The practice manager sent us a copy of the recruitment policy. The practice manager told us there had not been any new staff employed since the inspection in March 2016. However, they provided evidence to show that documents missing from staff files had been obtained.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 11 March 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

Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 11 March 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 11 March 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 11 March 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 on 11 March 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 on 11 March 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 on 11 March 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 on 11 March 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 on 11 March 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 on 11 March 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.

Outstanding practice

Dr Murthy Motupalli

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence submitted.

Background to Dr Murthy Motupalli

Dr Murthy Motupalli (also known as Blackburn Road Medical Practice) provides primary medical services for 3865 patients under a general medical services (GMS) contract with NHS England in Accrington, East Lancashire.

The practice has one male GP principal and a part time salaried male GP who are supported by two occasional sessional GPs, one male, one female. There are two female nurses and a female health care assistant. The practice also employs a community nurse for patients aged over 75 years old, who covers four local practices. Clinical staff are supported by a practice manager, an assistant practice manager and a team of five administration and reception staff.

Around nine percent of the practice population are of Asian background. Population data shows more 0-14 year olds and fewer 20 – 29 year olds than the national average. Practice data shows more patients than average have a long-standing health condition; 67%, compared to the national average of 54%. Male and female life expectancy is below the CCG and national averages, at 74 for males and 79 for females, (CCG male 77, female 82; national average male 79, female 83).

Information published by Public Health England rates the level of deprivation within the practice population group as

one 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.

The practice is currently open from 8am until 8pm Monday to Friday, and from 9am until 12pm Saturday mornings. The practice works with four other local practices to offer access until 8pm each weekday, these evening surgeries are offered at Blackburn Road Medical Practice for patients of all four practices. The practice closes for two hours each Wednesday for staff training and practice meetings. The surgery takes part in an initiative run by the local authority called “pharmacy first”, which gives patients fast access to a pharmacist consultation for minor ailments.

Out of hours care is provided by East Lancashire Medical Services, under contract by East Lancashire Clinical Commissioning Group.

There are walk in centres at Burnley General Hospital, Royal Blackburn Hospital, open 24 hours a day and Accrington Victoria Hospital, open 8am - 8pm.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 11 March 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 2014.

Detailed findings

How we carried out this inspection

A CQC inspector reviewed and analysed the documentary evidence submitted.

Are services safe?

Our findings

The practice is rated as good for providing safe services.

The practice was inspected on 11 March 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. Following the inspection the GP practice was rated as requires improvement for the key question Safe.

There were shortfalls in how the practice was managing the recruitment procedures to ensure they only employed fit and proper staff, medicines management and availability of medical oxygen. There were also shortfalls identified with regard to infection control specifically in relation to privacy screens.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices since the last inspection.

Arrangements to deal with emergencies and major incidents.

Evidence supplied included a contract with a supplier of medical oxygen for supply and maintenance of a medical oxygen cylinder. The practice also provided photographic evidence that showed the oxygen cylinder was stored in the health care assistants' room. There was signage on the outside of the door to indicate there was compressed oxygen in the room.

The practice had implemented a new policy and process on the prescribing of controlled medicines. This included

only issuing one month's supply and a full assessment of the patient by the GP before a prescription was issued. The practice manager told us they were monitoring controlled medicines prescribed to check that a consultation with a GP had been undertaken prior to prescribing to ensure the correct process was being followed. The practice was supported by the local medicines management team with a pharmacist visiting the practice on a weekly basis.

Monitoring risks to patients.

The practice manager provided evidence that a legionella risk assessment had been completed by an external contractor on 20 April 2016.

We saw evidence to demonstrate that an audit of the condition of privacy screens had been carried out on 20 May 2016. As a result of the audit three new privacy screens had been purchased and a plan implemented to ensure they were cleaned or changed in line with NHS guidance on infection prevention and control.

Overview of safety systems and processes.

The practice manager sent us a copy of their recruitment policy. The practice manager told us there had not been any new staff employed since the inspection in March 2016. However, they provided evidence to show that the missing information identified at the inspection in March had been obtained. This included a Disclosure and Barring Service check (DBS), evidence of inclusion on the performers list, photographic identification, indemnity insurance details and Hepatitis B status had been obtained for both sessional GPs.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused desk top review of staff recruitment 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 staff recruitment 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 staff recruitment 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 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 staff recruitment 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>