

Dr Nityananda Hati-Kakoty

Quality Report

Bee Fold Medical Centre
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Atherton
Manchester
M46 0BD
Tel: 01942 876011
Website: n/a

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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?		Outstanding	
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 Desktop review of Dr Nityananda Hati-Kakoty for one area within the key question safe.

We found the practice now to be good in providing safe services. Overall, the practice is rated as good.

The practice was previously inspected on 21 November 2014. 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, one area was identified as requiring improvement, as the practice was not meeting the legislation at that time:

Regulation 17 HSCA 2008 (Regulated Activities) Regulations 2010 Respecting and involving people who use services. We found that the registered person did not have suitable arrangements in place to ensure the

dignity, privacy and independence of all patients, or to ensure all patients could participate in making decisions relating to their care or treatment. This was in breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to regulation Regulation 17 (1) (a) (b) (2) (a) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

During the review of information provided by the practice on 23 June 2017 we were provided with evidence which demonstrated Dr Nityananda Hati-Kakoty is now meeting the requirements of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

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 now rated as good for providing safe services.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practise in relation to involving people who use services since the last inspection.

Evidence reviewed included:

- Policies and procedures were in place in relation to consultations with patients under 16 years of age.
- Policies and procedures discussed with staff during practice meetings
- Staff training, including awareness of the Mental Capacity Act and Gillick Competency guidelines.
- Poster displayed in the waiting area to make young people aware of their rights to confidentiality.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection on 21 November 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-557499253>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection on 21 November 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-557499253>

Good



Are services responsive to people's needs?

The practice is rated as outstanding for providing responsive services.

This rating was given following the comprehensive inspection on 21 November 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-557499253>

Outstanding



Are services well-led?

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

Good



Summary of findings

This rating was given following the comprehensive inspection on 21 November 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-557499253>

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 21 November 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-557499253>

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 21 November 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-557499253>

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 21 November 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-557499253>

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 21 November 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-557499253>

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 21 November 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-557499253>

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 21 November 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-557499253>

Good



Summary of findings

What people who use the service say

As part of this focused inspection we did not speak to any people who use the service.

A comprehensive inspection was undertaken on 21 November 2014.

A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/location/1-557499253>

Dr Nityananda Hati-Kakoty

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the documentary evidence provided.

Background to Dr Nityananda Hati-Kakoty

Dr Nityananda Hati-Kakoty is located in Bee Fold Medical Centre in the Atherton area of Manchester. It is a single-handed GP practice providing primary medical services from Monday to Friday.

Appointments with a GP are available Monday to Friday:

Monday 9am to 10:30am and 4pm to 6pm

Tuesday 9am to 10:30am and 3:30pm to 5:30pm

Wednesday 9am to 10:30am

Thursday 9am to 10:30am and 3:30pm to 5:30pm

Friday 9am to 10:30am and 4pm to 6pm

The practice team consisted of one GP, a practice nurse, practice manager and administrative and reception staff.

Dr Nityananda Hati-Kakoty is situated within the geographical area of Wigan Clinical Commissioning Group (CCG).

The practice has a Primary Medical Services (PMS) contract. The PMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

Dr Nityananda Hati-Kakoty is responsible for providing care to 1919 registered patients

When the practice is closed patients are directed to the out of hours service by calling 111.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 21 November 2014. At this inspection, within the key question safe, one area was identified as requiring improvement, as the practice was not meeting the legislation at that time: Regulation 17 HSCA 2008 (Regulated Activities) Regulations 2010 Respecting and involving people who use services.

This inspection was a planned 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 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How we carried out this inspection

Following the inspection on 21 November 2014 the practice supplied an action plan with timescales telling us how they would ensure they met Regulation 17 HSCA 2008 (Regulated Activities) Regulations 2010 Respecting and involving people who use services.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practice in relation to involving people who use services since the last inspection.

Detailed findings

A CQC inspector reviewed and analysed the documentary evidence submitted and made an assessment of this against the regulations.

Are services safe?

Our findings

Overview of safety systems and processes

The practice was previously inspected on 21 November 2014. 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, one area was identified as requiring improvement, as the practice was not meeting the legislation at that time:

Regulation 17 HSCA 2008 (Regulated Activities) Regulations 2010 Respecting and involving people who use services. We found that the registered person did not have suitable arrangements in place to ensure the dignity, privacy and independence of all patients, or to ensure all patients could participate in making decisions relating to their care or treatment. This was in breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to regulation Regulation 17 (1) (a) (b) (2) (a) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Leading up to the desk top review on 23 June 2017 we were provided with evidence which demonstrated that Dr Nityananda Hati-Kakoty was now meeting the requirements of Regulation 17 HSCA 2008 (Regulated Activities) Regulations 2010.

In line with agreed timescales the practice supplied a range of documentary evidence that demonstrated how they had improved to ensure that all patients could participate in making decisions relating to their care or treatment.

Evidence reviewed included:

- Policies and procedures were in place in relation to consultations with patients under 16 years of age.
- Policies and procedures discussed with staff during practice meetings
- Staff training, including awareness of the Mental Capacity Act and Gillick Competency guidelines.
- Poster displayed in the waiting area to make young people aware of their rights to confidentiality.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused follow up of safety systems and processes 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
<http://www.cqc.org.uk/location/1-557499253>

Are services caring?

Our findings

Please note this is a focused follow up of safety systems and processes 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
<http://www.cqc.org.uk/location/1-557499253>



Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused follow up of safety systems and processes within the key question safe. We did not review this key question.

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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 follow up of safety systems and processes 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
<http://www.cqc.org.uk/location/1-557499253>