

Dr Narendra Patel

Inspection report

The Surgery
Main Road, Betley, Wrinchill
Crewe
CW3 9BL
Tel: 01270820527

Date of inspection visit: 12 May 2022
Date of publication: 06/06/2022

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 well-led?		Good	

Overall summary

We carried out an announced inspection at Dr Narendra Patel on 12 May 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 10 December 2019, the practice was rated Good overall and rated Requires Improvement for providing a Well led service.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Narendra Patel on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was focused to follow-up on:

- The areas inspected included the domains entitled; Safe, Effective and Well Led.
- The regulatory breach identified on our last inspection on 10 December 2019; Regulation 17 HSCA (RA) Regulations 2014 Good governance.
- The 'shoulds' identified in the previous inspection.

How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Staff feedback questionnaires.

Our findings

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

- what we found when we inspected

Overall summary

- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall.

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.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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**:

- Consider ways of encouraging attendance at a Patient Participation Group.
- Document the practice strategy in order that the practice may monitor progress against delivery of the strategy.

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

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 Narendra Patel

Dr Narendra Patel is located at The Surgery, Main Road, Betley, Wrinehill, Crewe, Cheshire, CW3 9BL. The practice has good transport links and there is a dispensary within the practice.

The provider is registered with the CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

Dr Narendra Patel is situated within the North Staffordshire Clinical Commissioning Group (CCG) and provides services to approximately 1,917 patients under the terms of a General Medical Services (GMS) contract. A GMS contract is a contract between NHS England and general practices for delivering general medical services to the local community.

The practice has a full time Lead GP, as well as two practice nurses, a practice manager, four receptionist/dispensers, and a receptionist and a receptionist/coder all working a range of part time hours.

Information published by Public Health England shows that deprivation within the practice population group is in the highest decile (10 of 10). This means that the practice area is in the least deprived area when compared with the national average.

Demographically the practice has a lower than average population of young patients and a higher older population. For example, 14.5% of patients are under 18-year olds compared with the national average of 20.7% and 29% of the practice population are 65 years and over compared with the national average of 17.3%. The general practice profile shows that the percentage of patients with a long-standing health condition is 51% which is comparable with the local CCG average of 55% and national average of 51%.

According to the latest available data, the ethnic make up of the practice is 97.2% white British, 1.2% Asian, 0.3% black, 1.2% mixed and 0.1% other non-white ethnicities. Average life expectancy is 81 years for men and 85 years for women compared to the national averages of 79 and 83 years respectively.

The practice is part of a wider network of GP practices; Newcastle South Primary Care Network.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided locally by GP Federation, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.