

Dr V Chawla's practice

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



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of Dr V Chawla's practice on 30 March 2016. During that inspection we found that the practice had not followed effective recruitment procedures, in regards to obtaining a Disclosure and Barring Service (DBS) check for two clinical members of staff prior to them working at the surgery.

Overall the practice was rated as good with are services safe requiring improvement in view of the above.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Dr V Chawla's practice on our website at www.cqc.org.uk.

After the comprehensive inspection, the practice told us what action they had taken to meet the legal requirement in relation to the breach.

We undertook a desk based review on 28 November 2016 to check that the provider had completed the required action. We did not visit the practice as part of this inspection. This report covers our findings in relation to the requirement.

This inspection found that the provider had taken appropriate action to meet the legal requirement.

- Effective recruitment procedures were followed. Required checks were obtained prior to new staff working at the practice, to ensure they were suitable to carry out their work.
- We received assurances that a DBS check was obtained for relevant clinical staff immediately following the comprehensive inspection.

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.

- Effective recruitment procedures were followed. Required checks were obtained prior to new staff working at the practice, to ensure they were suitable to carry out the work.
- We received assurances that a DBS check was obtained for relevant clinical staff immediately following the comprehensive inspection on 30 March 2016.

Good



Dr V Chawla's practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector undertook the desk based review of Dr V Chawla's practice.

Background to Dr V Chawla's practice

Dr V Chawla's Practice is also known as Wingerworth Surgery. The practice is managed by a partnership of two GPs, and provides primary medical services to approximately 4500 patients, through a personal medical services (PMS) contract.

The main practice is in Wingerworth in Derbyshire, with a branch surgery in North Wingfield. The level of deprivation within the practice area is below the national average.

The clinical team includes two GP partners (one male, one female), three salaried GPs (two male, one female), a practice nurse and a healthcare assistant. The clinical staff are supported by a practice manager and a team of reception and administrative staff.

The practice is open from 8am to 7pm Monday to Friday. The morning appointment times for GPs, include a sit and wait service which guarantees every patient who attends

the practice is seen. This runs between 8.30am to 10.30am. Afternoon appointments vary to ensure adequate access throughout the week. The practice provides extended hours on a Monday evening until 8pm.

The practice has opted out of providing out-of-hours services to its patients. This service is provided by Derbyshire Health United. When the practice is closed, calls redirect to the out-of-hours service.

Why we carried out this inspection

We undertook a desk based review of Dr V Chawla's practice on 28 November 2016. This was carried out to check that improvements had been made to meet the legal requirement, following our comprehensive inspection on 30 March 2016. We reviewed the practice against one of the five questions we ask about services: are services safe.

How we carried out this inspection

We reviewed the information the practice sent us, in regards to the action they had taken to meet the legal requirement in relation to Regulation 19: Fit and proper persons employed. We did not visit the practice as part of this review, although we spoke with the practice manager.

Are services safe?

Our findings

A comprehensive inspection on 30 March 2016 found that:

- The practice had not obtained a Disclosure and Barring Service (DBS) check for two clinical members of staff prior to them working at the surgery. The practice had undertaken a risk assessment but DBS checks were not in place three months after the staff had started work. This was not in line with the practice's policy. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).

Following the inspection, the practice wrote to us to confirm what action they had taken to address the above issue.

This review found that the provider had taken appropriate action to meet the legal requirement and ensure the services are safe.

- Effective recruitment procedures were followed to ensure that appropriate staff are employed, and that the required checks are obtained prior to new staff working at the practice. This included obtaining an appropriate DBS check.
- We received assurances that all relevant staff had received a satisfactory DBS check.
- Staff personal files had been reviewed to ensure they included the required recruitment checks and information.
- The recruitment policy had been reviewed to ensure this included reference to all the required employment checks when recruiting new staff.