

# Dr Paramjit Wasu

## Inspection 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 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 inspection at Dr Paramjit Wasu on 3 August 2021. Overall, the practice is rated as **Good**.

Safe - **Good**

Effective - **Good**

Caring - **Good**

Responsive - **Good**

Well-led - **Good**

At an inspection in June and July 2019 the practice was rated **inadequate** for all key questions and rated **inadequate** overall. It was placed into Special Measures. Focussed inspections took place in February and July 2020. At both of those inspections we found improvements had been made.

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

## Why we carried out this inspection

This inspection in July/August 2021 was a comprehensive inspection which looked at all five of the key questions, to follow up on the concerns identified at the previous inspections and to check whether or not the improvements previously identified had been maintained.

## How we carried out the inspection

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

## 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 have rated this practice as Good overall and Good for all six population groups.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. We found the practice had clear systems and processes in place to keep people safe. This included those related to infection control, risk management, record keeping, medicines management and significant event management.
- Patients received effective care and treatment that met their needs. We found patients' needs were assessed and care and treatment was delivered in line with legislation and guidance. Patient notes were appropriately recorded and quality assurance processes were in place. Staff had undergone the requisite training for their role.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. Evidence we collected and feedback we received about the practice from patients and staff about how they were treated at the practice was largely positive.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Appropriate steps were taken to ensure the practice continued to be accessible to patients whilst ensuring 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. There had been leadership changes since the previous inspection. The new leadership demonstrated they had the capacity and skills to deliver high quality sustainable care. The overall governance of the practice had improved and there were effective risk and performance management processes in place.

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service.

We found no breaches of regulations.

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

- Review and improve their achievement in childhood immunisations.
- Review and improve their achievement in cervical screening.

**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

## Population group ratings

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## 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 Paramjit Wasu

Dr Paramjit Wasu (also known as First Choice Medical Care) is situated within NHS Harrow Clinical Commissioning Group (CCG). The practice provides services to approximately 2800 patients under a Primary Medical Services (PMS) contract (a locally agreed alternative to the standard General Medical Services contract used when services are agreed locally with a practice which may include additional services beyond the standard contract).

The practice operates from a single surgery in a residential area of Harrow in North West London. The practice is located in an adapted residential property and is accessible to people with mobility needs on the ground floor. Consultations and treatments are provided on the ground and first floors. The first floor is accessible by stairs. There are good transport links with underground and overground stations nearby.

The provider is registered with the CQC to carry on the following regulated activities: Diagnostic and screening procedures; Family planning; Surgical procedures; and Treatment of disease, disorder or injury.

The clinical team at the practice consists of two male lead GPs, one female long-term locum GP, one female practice nurse and one female healthcare assistant. The practice manager is supported by a deputy practice manager, and there is a team of reception and administrative staff members. The practice is open on Monday and Friday from 8am to 7.30pm and on Tuesday, Wednesday and Thursday from 8am to 6.30pm, with appointments available from 9am.

The practice is part of Harrow Collaborative Network, a wider network of 11 GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the third highest decile (eight of 10). The higher the decile, the less deprived the practice population is relative to others.

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.

The practice provides extended access on Mondays and Fridays from 6.30pm to 7pm. On the other days extended access is provided by other practices within the primary care network (PCN), where late evening and weekend appointments are available. Out of hours services are provided by the NHS 111 service.