

# Dr N Pillai and Dr L Nair

## Inspection report

St Luke's Surgery, Pinfold Health Centre  
Field Road, Bloxwich  
Walsall  
West Midlands  
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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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Dr N Pillai and Dr L Nair (known as St Luke's Surgery) on 13 December 2018 as part of our inspection programme. The practice was last inspected in October 2015 and rated as good.

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

- 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 population groups.**

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 organised and delivered services to meet patients' needs. 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 was a strong focus on continuous learning and improvement at all levels of the organisation. For example: the practice had signed up to the IRIS (Identification and Referral to Improve Safety) project, regular practice education sessions and development of staff through external training opportunities.

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

- Update the safeguarding policy to include information about modern slavery.
- Improve the identification of carers to enable this group of patients to access the care and support they need.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Professor Steve Field** CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

## 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. The team included a GP specialist adviser and a practice manager adviser.

## Background to Dr N Pillai and Dr L Nair

Dr N Pillai and Dr L Nair (known as St Luke's Surgery) is registered with the Care Quality Commission (CQC) as a partnership in Walsall, West Midlands. The practice is part of the NHS Walsall Clinical Commissioning Group (CCG) and is a training practice for GP Registrars to gain experience in general practice and family medicine. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract.

The practice operates from Pinfold Health Centre, Field Road, Bloxwich, Walsall, WS3 3JP.

There are approximately 4,700 patients of various ages registered and cared for at the practice. The practice provides GP services in an area considered as almost one of the most deprived within its locality. Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not just financial. Income deprivation affecting children is 34%, which is higher than the CCG average of 29% and the national average of 20%. Income deprivation affecting

older people is 32%, which is also higher than the CCG average of 29% and national average of 20%. Life expectancy at the practice for patients is 77 years for males and 81 years for females which is below the national average.

The practice has two GP partners (one male/one female), one female advanced nurse practitioner, one female practice nurse, a female health care assistant, a practice manager and a team of administrative and reception staff.

The practice is open between 8am and 6.30pm from Monday to Thursday and 8am to 1pm on Friday. When the practice is closed patients are directed toward the out of hours provider via the NHS 111 service. Patients also have access to the Extended GP Access Service between 6.30pm and 9pm on weekdays, 10am to 3pm on weekends, and 11am to 1.30pm on bank holidays.

The practice offers a range of services, for example: management of long-term conditions, child development checks and childhood immunisations and shared care for substance misuse. The practice also offers specialist services including extended primary care surgery, contraception and sexual health services and special interest in dermatology. Additional information about the practice is available on their website at [www.stlukesurgery.co.uk](http://www.stlukesurgery.co.uk)