

# Dr Raina Patel (Guywood Practice)

## Inspection report

The Romiley Health Centre  
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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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced focussed inspection at Dr Raina Patel (Guywood Practice) on 24 April 2019. Following concerns received and a Care Quality Commission annual regulatory review we inspected the key questions of safe, effective and well led and utilised information from our previous inspection findings for the key questions of caring and responsive. Our inspection team was led by a CQC inspector and included a GP specialist advisor and a CQC pharmacist.

At the last inspection carried out 18 July 2016 we rated the practice as good overall.

Our judgement of the quality of care at this service is based 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 rated the practice as **requires improvement** for providing safe services because:

- The practice did not always have safe and effective systems and processes to manage medicines, safety alerts and equipment.

We found that:

- People who used the service were generally protected from avoidable harm and abuse, however management of medicines, safety alerts and equipment were not always safe.

- 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 were areas where the provider **must** make improvements:

- Ensure care and treatment is provided in a safe way to patients.

There were areas where the provider **should** make improvements:

- Develop systems to increase management oversight of some activities, for example, professional registration, safety alerts, consent issues, medicines management and testing of electrical equipment.
- Continue to increase audit, both clinical and non-clinical within a structured programme.

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

Dr Rosie Benneworth 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 inspector and included a GP specialist advisor and a CQC pharmacist.

## Background to Dr Raina Patel

Guywood Practice (Dr Raina Patel) is part of the NHS Stockport Clinical Commissioning Group (CCG). Services are provided under a general medical service (GMS) contract with NHS England. The practice has approximately 3,000 patients on its register. Guywood Practice provides services from a purpose-built building at The Romiley Health Centre, Chichester Road, Romiley, Stockport SK6 4QR. The practice provides a full range of services including GP appointments, nurse led health screening clinics and baby clinics.

Information published by Public Health England rates the level of deprivation within the practice population group as seven on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The percentage of the population with a longstanding health condition is higher than the local and national averages at 62% as compared with 54% and 51% respectively. The practice's unemployed patient population is lower, 2.1% compared with the CCG average of 2.9% and the England average 4.3%. The patient

numbers in the younger age groups are lower than both the CCG and England averages. For example, 5.0% of the patient population is aged 0-4 years (CCG and England average 5.6%).

The practice has one lead female GP and one long term locum male GP (male). The practice employs a practice manager, an assistant practice manager, a practice nurse and a team of reception and administration staff. In addition, the practice employs a team of secretarial, reception and administrative staff.

Guywood Practice is open Monday 8am to 8.00pm, Tuesday 8am to 7.30pm, Wednesday, Thursday and Friday 8am to 6.30pm. Patients may also book appointments at other local practices at weekends via the Stockport GP federation.

Patients are asked to contact NHS 111 for Out of Hours services.

The practice provides the following regulated activities: treatment of disease, disorder or injury, surgical procedures, diagnostic and screening procedures and maternity and midwifery services.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</p> <p>There was unsafe management of medicines, for example, those contained in GP bags were not checked and temperature sensitive medicines kept in fridges were not monitored effectively.</p> <p>An audit of antibiotics had identified around 50% may have been prescribed outside national guidelines, however no action had resulted from these findings.</p> <p>Staff who dealt with controlled drug prescriptions were unaware of how to contact the controlled drugs accountable officer.</p> <p>There was no effective system to monitor blank prescription stationery.</p> <p>Staff relied on the neighbouring practice to maintain and monitor emergency equipment (defibrillator and oxygen) so could not be assured they would be available and fit for use in the event of a medical emergency.</p> <p>Some prescribing decisions had not been made in line with latest national best practice.</p>
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	