

Dr Nisha Pathak

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 at Dr Nisha Pathak on 9 May 2017. The overall rating for the practice was good. However, for providing safe care, the practice was rated as requires improvement. The full comprehensive report on the May 2017 inspection can be found by selecting the 'all reports' link for Dr Nisha Pathak on our website at www.cqc.org.uk.

This inspection was a focused inspection, carried out on 22 November 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 9 May 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- The practice had made arrangements to ensure pathology results were being actioned in a timely manner.
- The practice had recently started to communicate latest clinical guidance to all GPs through email communication in the absence of clinical meetings.
- We saw evidence of health screening promotion with patients being encouraged to attend appointments for cancer screening.

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?

At our previous inspection, on 9 May 2017 we rated the practice as requires improvement for providing safe services. This was because variations in how test results were received did not demonstrate an effective process for ensuring required actions were always carried out in a timely manner. For example, we saw 20 blood test and seven X-Ray results that did not appear to have been actioned.

- During our unannounced inspection, the patient record system we looked at showed that patient test results and correspondence were being actioned in a timely manner as only results received late the previous day and results received on the day were waiting to be actioned.

Good



Dr Nisha Pathak

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector. The team included a GP specialist adviser and a second CQC inspector.

Background to Dr Nisha Pathak

Dr Nisha Pathak is situated on the ground floor of a purpose built health centre providing NHS services to the local community in West Bromwich, West Midlands. The practice has an approximate patient population of 2,600 and is part of the NHS Sandwell and West Birmingham Clinical Commissioning Group (CCG). CCGs are groups of general practices that work together to plan and design local health services in England. They do this by 'commissioning' or buying health and care services.

Dr Nisha Pathak is registered with the Care Quality Commission to provide primary medical services. Services to patients are provided under a General Medical Services (GMS) contract used when services are agreed locally with a practice which may include additional services beyond the standard contract. The practice has expanded its contracted obligations to provide enhanced services to patients. An enhanced service is above the contractual requirement of the practice and is commissioned to improve the range of services available to patients.

Based on data available from Public Health England, the levels of deprivation (deprivation covers a broad range of

issues and refers to unmet needs caused by a lack of resources of all kinds, not just financial) in the area served by Dr Nisha Pathak are below the national average, ranked at one out of 10, with 10 being the least deprived.

The practice has a slightly higher than the national average number of patients aged between 20 to 39 years. The practice also has a lower than average patients aged 60 years and over.

The clinical team includes one GP and a practice nurse, plus two regular locum GPs. The GP and practice manager form the practice management team and they are supported by a team of receptionists who cover reception and administration duties.

The practice is open from 8am to 6.30pm. The practice is closed on Thursday afternoons but appointments are available at a neighbouring practice. Extended hours appointments are offered on Wednesdays from 6.30pm to 8pm. For easier accessibility, telephone consultation appointments with a GP are available. The practice was taking part in hub working arrangements where appointments were available from 6.30pm to 8pm Monday to Friday. Saturday and Sunday morning appointments were also available through hub working arrangements.

The practice has opted out of providing out-of-hours services to their own patients. This service is provided by the external out of hours service provider.

Why we carried out this inspection

We undertook a comprehensive inspection of Dr Nisha Pathak on 9 May 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall. However, rated as

Detailed findings

requires improvement for providing safe service. The full comprehensive report following the inspection on the 9 May 2027 can be found by selecting the 'all reports' link for Dr Nisha Pathak on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Dr Nisha Pathak on 22 November 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out a focused inspection of Dr Nisha Pathak on 22 November 2017. This involved reviewing evidence that:

- We looked at the patient record system for incoming pathology results that were waiting to be actioned.
- We looked at the practices arrangement to share new clinical guidance in the absence of clinical meetings.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection, on 9 May 2017, we rated the practice as requires improvement for providing safe services as the arrangements in respect of managing hospital communication such as test results did not ensure patient safety.

These arrangements had significantly improved when we undertook our follow up inspection on 22 November 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

During our previous inspection, we saw that the practice received tests results in electronic format as well as in paper format. The variation in how test results were received showed that test and X-ray results were not always actioned. Following our May 2017 inspection, the practice informed us that they had stopped receiving paper based records and relevant staff had attended training on how to use the practice electronic system.

We looked at all incoming pathology results and found that appropriate actions had been taken in a timely manner. Members of the management team we spoke with explained that since our previous inspection, processes had been reviewed and clinicians were expected to action all incoming results each day by lunchtime.