

Dr Mukesh Pandya

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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr Mukesh Pandya's practice, also known as Savita Medical Centre, on 9 January 2019. We carried out this inspection in response to concerns that one or more of the essential standards of quality and safety were not being met.

At the last inspection in September 2017 we rated the practice as good overall.

At this inspection we have rated this practice as good overall.

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

- Uptakes rates for childhood immunisations and cervical screening were low.
- Outcomes for patients with some long-term conditions were below local and national averages.

These areas affected the families, children and young people population group, the working age group, and the long-term conditions group.

We rated the practice as **good** for providing safe, caring, responsive and well-led services because:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.

- Staff dealt with patients with kindness and respect. Feedback from patients we spoke with and CQC comment cards stated staff involved and treated patients with compassion, kindness, dignity and respect.
- The practice organised and delivered services to meet patients' needs. Although, results from the national GP patient survey showed some patients reported low satisfaction with accessing the service. The practice had reviewed this feedback and implemented changes to improve access to the service. Feedback from patients we spoke with and CQC comment cards showed patients found the appointment system easy to use and noted improvements in accessing appointments.
- The practice was under a new management structure since October 2018. The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The areas where the provider must make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The provider **should**:

- Take action to improve the recording of fire safety checks.
- Implement training for reception staff to assist them in identifying a deteriorating or acutely unwell patient.
- Continue to review and improve patient satisfaction with consultations and access to appointments.

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

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser.

Background to Dr Mukesh Pandya

Dr Mukesh Pandya, also known as Savita Medical Centre, consists of a main practice located at 48 Harrow View, Harrow, Middlesex, HA1 1RQ and a branch surgery located at 86 Spencer Road, Wealdstone, Middlesex, HA3 7AR. The branch surgery was not visited as part of this inspection.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures, and treatment of disease, disorder or injury.

Dr Mukesh Pandya's practice is situated in Harrow Clinical Commissioning Group (CCG) and provides services to approximately 3,300 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

In October 2018 the practice merged with an existing GP provider and a new GP partner took over the management and clinical governance at Savita Medical Centre. The new GP partner was in the process of changing the practice's CQC registration and the practice would provide services under the terms of a general medical services contract.

Staff at the practice consisted of the GP principal (retired, financial duties only), a GP partner (male), a salaried GP (male), a regular GP locum (male), an advanced nurse practitioner (female), two practice nurses (female), an enhanced practice nurse (female), a health care assistant (female), a practice manager, and a small team of reception / administration staff.

The age range of patients is predominantly 15 to 44 years. The practice has a lower percentage of patients over 65 years when compared to the national average. The National General Practice Profile states that 40% of the practice population is from an Asian background with a further 20% of the population originating from black, mixed or other non-white ethnic groups. 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. Male life expectancy is 81 years (national average of 79 years). Female life expectancy is 85 years (national average of 83 years).

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 Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance The registered person had systems or processes in place that were operating ineffectively. In particular: The systems to improve quality outcomes for patients was ineffective, in particular for cervical cancer screening, childhood immunisations and some long-term conditions. This was in breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.