

# Dr Manjit Singh Kainth

## Inspection report

Primrose Lane Health Centre, Primrose Lane  
Practice  
Primrose Lane, Low Hill  
Wolverhampton  
WV10 8RN  
Tel: 01902731583  
[www.drmskainthprimroselane.nhs.uk](http://www.drmskainthprimroselane.nhs.uk)

Date of inspection visit: 14 August 2023  
Date of publication: 02/11/2023

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?		Requires Improvement	
Are services well-led?		Good	

# Overall summary

We carried out an announced comprehensive inspection at Dr Manjit Singh Kainth on 14 August 2023. Overall, the practice is rated as Good.

Safe – Good

Effective – Good

Caring – Good

Responsive – Requires Improvement

Well-led – Good

We previously carried out an announced comprehensive inspection at Dr Manjit Singh Kainth on 23 March 2022 as part of our inspection programme. The practice was rated as requires improvement for providing safe, effective and well led services. The practice was rated requires improvement overall.

We carried out an announced comprehensive inspection on 14 August 2023 to confirm that the practice had carried out their plans to meet the legal requirements in relation to the breaches in regulations that we identified at our previous inspection on 23 March 2022. At this inspection on 14 August 2023, we found that the practice had resolved the concerns raised and was rated as good in areas where we had previously rated them requires improvement. The practice is now rated good for providing safe, effective and well led services.

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

This inspection review was a comprehensive follow up inspection to review whether the practice had addressed the requirements made following the inspection in March 2022. This inspection included a site visit to follow up on:

- Any breaches of regulations or recommendations identified at previous inspections.
- All 5 Key questions.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, considering the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently. 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 the findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site visit.

## Our findings

# Overall summary

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 found that:**

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Our review of clinical records found patients on high risk medicines or those patients with long term conditions were managed in line with guidelines.
- The practice learned from incidents, events and complaints and ensured learning was shared amongst the staff team.
- We found the premises were well maintained, appeared visibly clean and tidy and there were appropriate infection prevention and control arrangements in place.
- Patients received effective care and treatment that met their needs. Our review of clinical records found effective systems were in place for follow up and monitoring of patients with long term conditions.
- Staff had the skills, knowledge and experience to carry out their roles effectively.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The way the practice was led and managed promoted the delivery of person-centred care.
- The practice continually reviewed and monitored the effectiveness of their services.
- Feedback from patients was mixed. The practice staff monitored patient feedback so they could take action to address concerns.
- The practice had commenced a self-assessment process as part of a project with the local Integrated Care Board (ICB) to improve access for patients.
- The culture of the practice drove the delivery and improvement of high-quality, person-centred care.

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

- Improve the uptake of childhood immunisations and cervical cancer screening.
- Continue to improve outcomes for patient satisfaction results and monitor the impact of changes that have been implemented.
- Actively monitor and improve patient access to the practice.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## 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 who spoke with the GP using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Dr Manjit Singh Kainth

Dr Manjit Singh Kainth is located in Wolverhampton at:

Primrose Lane Health Centre

Primrose Lane

Low Hill

Wolverhampton

West Midlands

WV10 8RN

Dr Manjit Singh Kainth practice is situated within the Black Country Integrated Care Board and provides services to approximately 2,877 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices as independent contractors and NHS England to provide general medical services to patients on the practice list.

The provider is a single handed male GP who registered with the CQC in April 2013. The practice clinical team consists of one full time GP (male), and a practice nurse (female) who works full time. Practice staff also include a practice manager who works full time, a finance manager and four administration / receptionists who all work part time. In total there are 8 staff employed either full or part time hours to meet the needs of patients. The practice is currently part of a wider network of GP practices. The practice has a buddy system with a local GP or uses a locum GP to cover periods of absence.

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

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second lowest decile (2 of 10). The lower the decile, the more deprived the practice population is relative to others. According to the latest available data, the ethnic make-up of the practice area is 79% White, 8.2% Asian, 6.5% Black, 5.4% Mixed, and 0.9% Other.

The age distribution of the practice population has a higher elderly population than the local and national averages. There are more male patients registered at the practice compared to females.

The practice is open between 8am to 6.30pm on a Monday, Tuesday, Thursday and Friday and 8am to 1pm on Wednesdays. The practice is covered on Wednesday between the hours of 1pm and 8pm by the out hours service.

Extended access is provided locally at one of the PCN group of practices, where late evening, weekend and bank holiday appointments are available. Out of hours services are provided by NHS 111.