

# Dr Mistry and Partners

## Inspection report

Weavers Medical, Prospect House  
121 Lower Street  
Kettering  
Northamptonshire  
NN16 8DN  
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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services well-led?

Inadequate



# Overall summary

Weavers Medical had been inspected previously on the following dates: -

2 October 2014 under the comprehensive inspection programme. The practice was rated as Good overall

We carried out an announced focussed inspection at Weavers Medical on 3 July 2019 as part of our inspection programme. As part of the Care Quality Commission annual regulatory review we inspected the domain areas of, effective and well led and during the inspection due to concerns found we also inspected the safe domain.

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 Requires Improvement overall.**

We rated the practice as Requires Improvement for providing a Safe

service because we found:-

- The practice did not have systems for the appropriate and safe use of medicines, including medicines optimisation.
- Staff did not always have the information they needed to deliver safe care and treatment.
- The practice learned and made improvements when things went wrong .

We rated the practice as Requires Improvement for providing Effective services because we found:-

- Patients' needs were not always assessed, and care and treatment was not always delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.

- Quality improvement had been carried out but we saw limited evidence that audits were driving improvements to patient outcomes.
- The practice was able to demonstrate that staff had the skills, knowledge and experience to carry out their roles.

We rated the practice as Inadequate for providing a well-led service because we found:-

- Some of the systems and processes in place were not established or operated effectively to ensure compliance with good governance.

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 areas where the provider should make improvements are:

- Ensure meeting minutes include details of discussion that have taken place in regard to significant events and learning and actions required are shared with the practice team.
- Maintain a register of the immunisation of all staff in line with Public Health England guidance relevant to their role.
- To strengthen the system for clinical audits and include more structure and a fuller analysis to ensure quality improvement.
- Continue to monitor and improve patient satisfaction in respect of access to the service, in particular, the improvement of telephone access and appointments.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

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

## Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor and a practice manager advisor.

## Background to Dr Mistry and Partners

Dr Mistry & Partners – Weavers Medical provides a range of services under a General Medical Services (GMS) contract, which is a nationally agreed contract between general practices and NHS England.

Weavers Medical is run from a purpose built facility at Prospect House, 121 Lower Street, Kettering, NN16 8DN. The practice's services are commissioned by Nene and Corby Clinical Commissioning Group (CCG).

The practice serves a population of approximately 19,000 patients.

Patient demographics reflect the national average and information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

At Weavers Medical, the service is provided by four GP partners, eight associate GPs, five nurse practitioners, four practice nurses and four healthcare assistants. The team is supported by a practice manager along with a team of administration and reception staff.

Weavers medical is a GP training practice. GP Registrars are fully qualified doctors training to work as a GP in general practice

The practice population is predominantly white British (92%) along with small ethnic populations of Asian (4.4%) and mixed race (1.5%).

The Provider, Dr Mistry and Partners, has one location registered with the Care Quality Commission (CQC) which is Weavers Medical, Prospect House, 121 Lower Street, Kettering. NN16 8DN

The local NHS trust provides health visiting and community nursing services to patients at this practice.

The practice is open between 8am and 6.30pm Monday to Thursday. Friday 8am to 1.30pm and 2pm to 6.30pm. Friday. Extended hours 6.30pm – 7.00pm Monday – Friday by appointment only.

As part of the Kettering locality extended access hub, patients can access extended hours at the Weavers Medical, Additional same day and booked appointments are provided by GPs, Nurse Prescribers, Clinical Pharmacists, Practice Nurses and other clinicians outside of the core General Practice hours.

Appointments are available :-

4pm to 8pm Monday to Friday

8.30am to 12.30 Saturday

8.30am to 12.30 Bank Holidays

When the practice is closed patients are directed to contact the out-of-hours GP services by calling the NHS 111 service.

This section is primarily information for the provider

## Enforcement actions

### 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. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 17 HSCA (RA) Regulations 2014 Good governance
Family planning services	The provider had failed to ensure that systems and processes were established and operated effectively.
Maternity and midwifery services	In particular:-
Surgical procedures	The process in place for medicines reviews was not effective.
Treatment of disease, disorder or injury	There was not a clear system in place for the management of all medicines with appropriate monitoring and clinical review prior to prescribing.
	The systems for ensuring that Medicines & Healthcare products Regulatory Agency (MHRA) and patient safety alerts were not effective. This included a system for reviewing old searches
	for ongoing reviews of patient's subject to patient safety alerts.
	The system for the recall of patients with long term conditions to ensure they were reviewed in a timely manner was not effective.
	Regulation 17, (1), of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014