

Dr Krishna Khatri

Quality Report

10 Higher Green Lane
Astley
Tyldesley
Manchester
M29 7HG
Tel: 01942 883794
Website: n/a

Date of inspection visit: 11 October 2016
Date of publication: 24/10/2016

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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Summary of findings

Contents

Summary of this inspection

| | Page |
|---|------|
| Overall summary | 2 |
| The five questions we ask and what we found | 3 |
| The six population groups and what we found | 4 |
| What people who use the service say | 6 |

Detailed findings from this inspection

| | |
|------------------------------------|---|
| Our inspection team | 7 |
| Background to Dr Krishna Khatri | 7 |
| Why we carried out this inspection | 7 |
| How we carried out this inspection | 7 |
| Detailed findings | 9 |

Overall summary

Letter from the Chief Inspector of General Practice

We undertook this focused inspection of Dr Krishna Khatri on 11 October 2016 for one area within the key question safe.

We found the practice to be good in providing safe services. Overall, the practice is rated as good.

The practice was previously inspected on 6 November 2014. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, requirements relating to workers was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 21 Health & Social Care Act 2008 (Regulated Activities) Regulations 2010: Requirements relating to workers.

- People who use services were not protected against the risks associated with ineffective recruitment

procedures and not carrying out relevant checks when employing staff. The provider must take action to ensure that people who use the service are protected by operating effective recruitment and selection procedures that includes relevant checks being carried out (and evidenced) when staff are employed. Regulation 21(a) (b).

On this inspection we reviewed a range of documents which demonstrated they were now meeting the requirements of Regulation 21 Health & Social Care Act 2008 (Regulated Activities) Regulations 2010: Requirements relating to workers, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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?

The practice is rated as good for providing safe services.

On inspection we reviewed documentary evidence to demonstrate how they had improved their practices in relation to the overview of safety systems and processes since the last inspection.

Evidence we reviewed included recruitment policies and procedures, and staff personal files.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 6 November 2014. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-511399862>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 6 November 2014. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-511399862>

Good



Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection 6 November 2014. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-511399862>

Good



Are services well-led?

The practice is rated as good for being well-led.

This rating was given following the comprehensive inspection 6 November 2014. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-511399862>

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection 6 November 2014. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-511399862>

Good



People with long term conditions

The practice is rated as good for the care of people with long-term conditions.

This rating was given following the comprehensive inspection 6 November 2014. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-511399862>

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection 6 November 2014. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-511399862>

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working-age people (including those recently retired and students).

This rating was given following the comprehensive inspection 6 November 2014. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-511399862>

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection 6 November 2014. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-511399862>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection 6 November 2014. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-511399862>

Good



Summary of findings

What people who use the service say

As part of this focused inspection we did not speak to any people who use the service.

A comprehensive inspection 6 November 2014. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-511399862>

Dr Krishna Khatri

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the evidence provided at the time of the inspection.

Background to Dr Krishna Khatri

Dr Krishna Khatri provides primary care services to its registered list of approximately 3100 patients. The practice is situated and the inspection was conducted at the Surgery, Astley.

This is a purpose built GP Surgery with disabled access. There are parking facilities, including disabled spaces, and it is easily accessible by local transport links.

The two GP partners, one full time and one part time (both female), were providing general medical services to registered patients at the practice. The GPs are supported in providing clinical services by one practice nurse (female). Clinical staff are supported by the practice manager and her team who are responsible for the general administration and organisation of systems within the practice.

The age profile of the practice is very similar to the CCG and national averages. The male life expectancy for the area is 79 years compared with the CCG averages of 77 years and the national average of 79 years. The female life expectancy for the area is 83 years compared with the CCG averages of 81 years and the national average of 83 years. The practice has a higher percentage (67%) of working status (paid work or full-time education) patients compared to the CCG (59%) and national averages (62%).

The practice delivers commissioned services under the Personal Medical Services (PMS) contract with NHS England and is part of Wigan Clinical Commissioning Group. It offers direct enhanced services for the childhood vaccination and immunisation scheme, facilitating timely diagnosis and support for people with dementia, influenza and pneumococcal immunisations, learning disabilities, minor surgery, rotavirus and shingles immunisation and unplanned admissions.

The practice is open between 8am to 6.30pm on Monday, Tuesday and Friday, 8am and 8pm on a Thursday and from 8am to 12pm on a Wednesday. Routine GP appointments are available each morning from 9.20am to 12pm, and on Monday from 4pm to 6pm, Tuesday, Thursday and Friday from 4pm to 6.30pm. There are also appointments available from 6.30pm to 8pm on a Thursday evening.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hour's service which is provided by Bridgewater NHS Foundation Trust –through NHS 111. Additionally patients can access GP services in the evening and on Saturdays and Sundays through the Wigan GP access alliance at locations across Wigan Borough.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 6 November 2014. At this inspection, within the key question safe, staffing was identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 18 HSCA (RA) Regulations 2014 Staffing.

This inspection was a planned focused inspection to check whether the provider had taken the required action and

Detailed findings

was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008

How we carried out this inspection

Following the inspection on 6 November 2014 the practice supplied an action plan telling us how they would ensure

they met the requirements of Regulation 21 Health & Social Care Act 2008 (Regulated Activities) Regulations 2010: Requirements relating to workers, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We carried out an announced visit on 11 October 2016. A CQC inspector reviewed and analysed the evidence provided by the practice and made an assessment of this against the regulations.

Are services safe?

Our findings

Overview of safety systems and processes

The practice was previously inspected on 6 November 2014. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, requirements relating to workers was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 21 Health & Social Care Act 2008 (Regulated Activities) Regulations 2010: Requirements relating to workers.

People who use services were not protected against the risks associated with ineffective recruitment procedures and not carrying out relevant checks when employing staff. The provider must take action to ensure that people who

use the service are protected by operating effective recruitment and selection procedures that includes relevant checks being carried out (and evidenced) when staff are employed. Regulation 21(a) (b).

On this inspection we reviewed a range of documents which demonstrate they are now meeting the requirements of Regulation 21 Health & Social Care Act 2008 (Regulated Activities) Regulations 2010: Requirements relating to workers, now amended by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We saw evidence that the practice had undertaken appropriate recruitment procedures for all new employees, Disclosure and Barring Service (DBS) checks were in place for all staff who undertake chaperone duties, and all staff had an appraisal undertaken within the last 12 months.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site

<http://www.cqc.org.uk/location/1-511399862>

Are services caring?

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site

<http://www.cqc.org.uk/location/1-511399862>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site

<http://www.cqc.org.uk/location/1-511399862>

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site

<http://www.cqc.org.uk/location/1-511399862>