

Dr Bhupendra Modi

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 desk based follow up inspection on 25 April 2016 to follow up concerns we found at Dr Bhupendra Modi on 24 February 2016. Overall the practice is rated as good.

Our key findings across all the areas we inspected were as follows:

- Risks to patients were assessed and well managed. The practice had carried out a detailed risk assessment regarding legionella and put into place relevant monitoring systems.

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?

We carried out an announced desk based follow up inspection on 25 April 2016 to follow up concerns we found at Dr Bhupendra Modi on 24 February 2016. Overall the practice is rated as good.

Our key findings across all the areas we inspected were as follows:

- Risks to patients were assessed and well managed. The practice had carried out a detailed risk assessment regarding legionella and put into place relevant monitoring systems.

Good



Dr Bhupendra Modi

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Dr Bhupendra Modi

Dr Bhupendra Modi is a GP practice providing primary medical services to around 3,019 patients within a residential area in Leicester City. There is a high diversity within the patient population. Leicester City Clinical Commissioning Group (LCCCG) commission the practice's services.

The service is provided by a male GP. The practice is a training practice, and therefore can also offer appointments with another qualified doctor. There is a nursing team comprising of a part-time practice nurse and a part-time healthcare assistant. A practice manager and a team of reception and administration staff support them.

The practice is located within a converted two-storey semi-detached house. Most patient facilities are situated on the ground floor, however the treatment room is based on the first floor.

The practice is open from 8am to 6.30pm Monday to Friday and offers extended hours on a Monday between 6.30pm and 7.30pm. Clinics are from 8.30am to 11.30am and 4pm to 6pm.

Telephone triage is carried out by the GP from 8.30 am to 9.20am. Patients can access out of hours support from the

national advice service NHS 111. The practice also provides details for the nearest walk-in centres to treat minor illnesses and injuries, as well as accident and emergency departments.

Why we carried out this inspection

We carried out a desk based inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

How we carried out this inspection

Before carrying out this inspection, we requested information from the practice to demonstrate the actions they had taken as a result of our inspection in February 2016. This included:

- A copy of the legionella risk assessment and recommendations.
- Evidence of actions taken as a result of recommendations.

We then reviewed this information during a desk based follow up inspection on 25 April 2016.

Are services safe?

Our findings

Following an announced comprehensive inspection on 24 February 2016, the practice was rated as 'requires improvement' for safety. We found that the practice had not carried out a risk assessment to monitor legionella.

Following our announced inspection, the practice confirmed they had arranged a date for an external company to carry out an assessment relating to the risk of legionella (Legionella is a term for a particular bacterium which can contaminate water systems in buildings).

A detailed risk assessment was carried out on 07 March 2016 and specific recommendations were highlighted to the practice to monitor the risk of legionella. The practice sent a copy of the risk assessment report highlighting the recommendations as well as documented evidence of the actions taken since the assessment. This included monitoring of cold water temperatures on a weekly basis and cleaning of the taps on a monthly basis.