

# Dr Parmod Luthra (Spring Grove Medical Practice)

## Inspection report

Thornbury Road Centre for Health  
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[www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=44206](http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=44206)

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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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Dr Parmod Luthra (also known locally as Spring Grove Medical Practice) on 5 February 2020 as part of our inspection programme.

At the last inspection in January 2019, we rated the practice as good overall and specifically requires improvement for providing safe services because:

- Risks to patients were assessed and well managed in most areas, with the exception of those relating to the management of the spread of infections and the monitoring of fridge temperatures.

Previous reports on this practice can be found on our website at: [www.cqc.org.uk/location/1-525624918](http://www.cqc.org.uk/location/1-525624918).

We decided to undertake a comprehensive inspection of this practice following our annual regulatory review of the information available to us. At this inspection, we found that the practice had demonstrated improvements, however, we found additional risks and they were required to make further improvements and is rated as requires improvement for providing safe services.

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 good overall and good for all population groups, with the exception of working age people (including those recently retired and students), which is rated as requires improvement.**

We rated the practice as **requires improvement** for providing safe services because:

- Risks to patients were assessed and well managed in most areas, with the exception of those relating to the appropriate authorisations such as Patient Specific Directions (PSDs) to administer flu injections.
- Staff understood and fulfilled their responsibilities to raise concerns, and report incidents and near misses. When incidents did happen, the practice learned from them and improved their processes.

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

- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The practice was encouraging patients to register for online services and 51% of patients were registered to use online Patient Access.
- The practice was aware of and complied with the requirements of the Duty of Candour.
- There was a clear leadership structure and staff felt supported by management.

We rated all population groups as **good** for providing responsive services. We rated all population groups as **good** for providing effective services, with the exception of working age people (including those recently retired and students), which is rated as **requires improvement**, because of low cervical screening.

The areas where the provider **must** make improvements as they are in breach of regulations 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:

- Review the system in place to ensure uncollected prescriptions are monitored effectively.
- Continue to encourage and monitor the cervical and bowel cancer screening and childhood immunisation uptake.
- Improve the record keeping system to ensure a premises risk assessment is readily available.
- Take appropriate actions to provide sepsis awareness training.

**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

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
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 advisor, a practice nurse specialist advisor and an inspection manager (as an observer).

## Background to Dr Parmod Luthra

Dr Parmod Luthra (also known as Spring Grove Medical Practice) is situated at Thornbury Road Centre for Health, Thornbury Road, Isleworth, Middlesex, TW7 4HQ. The location is shared with another GP practice.

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

Dr Parmod Luthra is situated within the Hounslow City Clinical Commissioning Group (CCG) and provides services to 7,450 patients under the terms of a General Medical Services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

There is one principal GP, three salaried GPs, a trainee GP and a long term locum GP. Four GPs are male and two female, who work a total of 30 sessions (plus 0.6 trainee GP sessions) per week. The practice employs a practice nurse and a health care assistant. The practice manager is supported by a team of administrative and reception staff.

This is a training practice, where a doctor who is training to be qualified as a GP has access to a senior GP throughout the day for support. There is a part-time trainee GP.

The practice does not have a dedicated website but online services can be accessed through online Patient Access and NHS choices website.

Out of hours (OOH) service is provided by Care UK.

The practice population of patients aged between 5 to 18 years old is higher than the national average and there is a lower number of patients aged above 65 years old compared to the national average.

Ethnicity based on demographics collected in the 2011 census shows the patient population is ethnically diverse and 58% of the population is composed of patients with an Asian, Black, mixed or other non-white backgrounds.

Information published by Public Health England, rates the level of deprivation within the practice population group as six, 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 compared to the national average of 79 years. Female life expectancy is 85 years compared to the 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 Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>How the regulation was not being met:</b></p> <p>The provider had not done all that was reasonably practicable to assure systems and processes were established and operated effectively to ensure compliance with requirements to demonstrate good governance.</p> <p><b>In particular, we found:</b></p> <ul style="list-style-type: none"><li>• Staff had not always had the appropriate authorisations such as Patient Specific Directions (PSDs) to administer flu injections.</li><li>• One of the clinical members of staff we spoke with demonstrated a lack of understanding about the PSDs.</li></ul> <p><b>This was in breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</b></p>