

Dr R Mapara and Partners

Inspection report

Midland Road
Hemel Hempstead
Hertfordshire
HP2 5BL
Tel: 01442 213919
www.fernvilleurgery.org

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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 R Mapara & Partners on 28 November 2018 as part of our inspection programme.

At the last inspection in April 2015 we rated the practice as good overall.

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.

At this inspection we found:

- People who used the service were protected from avoidable harm and abuse.
- Patients' needs were met by the way in which services were organised and delivered.
- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.
- Feedback from patients was consistently positive and was higher than local and national averages.
- There was a strong person-centred culture.
- Staff we spoke with were committed to providing high quality care for patients and demonstrated a very caring approach to patient care, at times going above and beyond to meet the needs of more vulnerable patients.
- The practice worked closely with people who lived in a care setting and had strong, multi-disciplinary links to ensure that patients who were frail had advanced care plans in place which allowed them to choose their care and treatment.
- The practice worked closely with Community Navigators to assist patients in accessing local services within their

community. They worked with vulnerable patients to assist them in ways which were not limited to their care and treatment needs at the practice in order to enable them to live healthily and more positive lives.

- There was a patient liaison manager at the practice who provided support for patients when they needed it. Staff were easily accessible and demonstrated a very compassionate and caring approach to patient care.
- The service worked closely with the local substance misuse service and met with them regularly. The lead GP worked with substance misuse patients within the practice and had strong links with local community support for this vulnerable group. Patients with no fixed abode were seen at the practice.

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

- The practice had not reviewed the prescribing of a specific medicine in line with evidence-based guidance so that care and treatment was delivered safely.
- The system for storing blank prescriptions needed to be reviewed. The provider took action to address this following our inspection.

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

- Ensure that care and treatment is provided in a safe way to patients.

There were some areas where the provider **should** make improvements. These are:

- Review the system for storing prescriptions overnight so that these are safe.
- Ensure all staff were adequately trained in relation to identifying signs of sepsis.

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

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

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)	Good	
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 adviser, a practice manager specialist adviser and an inspection manager.

Background to Dr R Mapara and Partners

Dr Mapara and Partners (also known as Fernville Surgery) provides a range of primary medical services to the residents of Hemel Hempstead.

The practice is registered with the CQC to carry out the following regulated activities; diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice holds a General Medical Services (GMS) contract with NHS England. It has extended hours access, remote care monitoring, minor surgery, learning disability, substance misuse and alcohol services and people living with dementia health check schemes.

The practice has opted out of providing out-of-hours services. This service is provided by Herts Urgent Care and can be accessed via NHS 111.

The practice is run by five GP partners and a non-clinical managing partner. They employ four salaried GPs. There is also one nurse practitioner, a senior practice nurse, three practice nurses and a health care assistant. The practice also has a number of reception and administration staff. The practice is a training practice and currently has one trainee GP.

The practice population is of mixed ethnic background although predominantly English speaking. National data indicates that the area is one of lower deprivation. The practice has a list size of approximately 17,000 patients which has been steadily increasing each year.

The practice recently became a member of a federation known as Dacorum Healthcare Providers Ltd and the Dacorum Extended Access service operating across four hubs was a new initiative at the practice.

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 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <p>The practice had not ensured that patients were being prescribed medicines in line with evidence based guidance.</p> <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>