

Dr Raina Patel

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 

Are services effective?

Outstanding 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

This is a focused desk top review of evidence supplied by Dr Raina Patel -The Guywood Practice, for one area only, fit and proper persons employed, 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 inspected on 20 April 2016. 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, fit and proper persons employed was identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 19 HSCA (RA) Regulations 2014 fit and proper persons employed.

At the inspection in April 2016 we found that; not all staff who carried out this role had evidence

available to demonstrate they had received a Disclosure and Barring Service (DBS) check. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).

The practice supplied an action plan and a range of documents which demonstrated they are now meeting the requirements of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Fit and proper persons employed.

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.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to fit and proper persons employed since the inspection carried out in April 2016.

The lead GP provided evidence to demonstrate Disclosure and Barring Service (DBS) checks had been carried out for all non-clinical staff who undertook chaperone duties.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 20 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Outstanding



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 20 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 20 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services well-led?

The practice is rated as good for providing well-led services.

This rating was given following the comprehensive inspection 20 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 on 20 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 on 20 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 on 20 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 on 20 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 on 20 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 on 20 April 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Dr Raina Patel

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentary evidence submitted.

Background to Dr Raina Patel

Dr Raina Patel, The Guywood Practice is part of the NHS Stockport Clinical Commissioning Group (CCG). Dr Patel is the registered provider and is a single handed GP. Services are provided under a general medical services (GMS) contract with NHS England. The practice has 2893 patients on their register.

Information published by Public Health England rates the level of deprivation within the practice population group as seven on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male and female life expectancy (79 and 83 years respectively) in the practice geographical area reflects both the England and CCG averages.

Dr Patel provides full time GP cover at the practice and is supported by a salaried female GP and a female locum GP. The GP is aware of unbalanced gender mix of GPs and has tried to recruit male GPs to the practice. The practice employs a practice manager, a business manager, two part time practice nurses, two part time health care assistant as well as reception and admin staff.

The practice is open from 8.15am Monday to Thursday and 8.30am on Fridays until 8pm Mondays, 7.30pm Tuesdays, 6.30pm Wednesday and Thursday and 7pm on Fridays.

When the practice is closed patients are asked to contact NHS 111 for Out of Hours GP care.

The practice provides online access that allows patients to order prescriptions. The practice building provides ground level access, which is suitable for people with mobility issues. A hearing loop to assist people with hearing impairment is available.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 20 April 2016. This inspection was a planned focused desk top review to check whether the provider had taken the required action and 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 (Regulated Activities) Regulations 2014.

How we carried out this inspection

At the inspection in April 2016, we found that fit and proper persons employed required improvement. Following the inspection the practice supplied an action plan with timescales telling us how they would ensure they met Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 fit and proper persons employed.

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to fit and proper persons employed.

Detailed findings

We reviewed this information and made an assessment of this against the regulations.

Are services safe?

Our findings

The practice is rated as good for providing safe services.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to safe care and treatment since the inspection carried out in April 2016.

Evidence supplied included the names and reference numbers of Disclosure and Barring Service (DBS) checks that had been carried out for all staff undertaking chaperone duties. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).



Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused desk top review of fit and proper persons employed 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/search/services/doctors-gps>

Are services caring?

Our findings

Please note this is a focused desk top review of fit and proper persons employed 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/search/services/doctors-gps>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused desk top review of fit and proper persons employed 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/search/services/doctors-gps>

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 desk top review of fit and proper persons employed 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/search/services/doctors-gps>