

Kumar Family Practice

Inspection report

Chandler House
Worsley Mesnes Health Centre, Poolstock Lane
Wigan
WN3 5HL
Tel: 01942481440
www.chandlersurgery.nhs.uk

Date of inspection visit: 19 October 2022
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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?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Outstanding 

Overall summary

We carried out an announced inspection at Kumar Family Practice on 19 October 2022. Overall, the practice is rated as **Good** with the following key question ratings:

Safe -**Good**

Effective -**Good**

Caring – **Good** (rating awarded at the inspection 14 April 2016).

Responsive – **Good** (rating awarded at the inspection 14 April 2016)

Well-led -**Outstanding**

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Kumar Family Practice on our website at www.cqc.org.uk

Why we carried out this inspection

We undertook this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This inspection included:

- A site visit by the lead inspector.
- Conducting staff interviews remotely and on site.
- Completing clinical searches remotely on the practice’s patient records system and discussing findings with the provider.
- Reviewing patient records remotely to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- Gaining feedback from staff by using staff questionnaires.

Our findings

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.

Overall summary

We have rated this practice as **Good overall**

We rated the practice as **outstanding** for providing a well-led service because:

- The practice management team were motivating, forward thinking, organised and innovative with a sensible approach and clear goals. Staff told us they received excellent support and encouragement from the leadership team to do this. The practice management team were compassionate and caring. Quality and integrity were a high priority resulting in a caring culture within a strong practice. There were opportunities provided for all staff for their personal development.
- The leadership, governance and culture were used to drive and improve the delivery of high-quality person-centred care.
- There was strong collaboration across all staff and a common focus on engaging with patients and other services to improve quality of care and the patient experience.
- The practice embraced social prescribing for the community to ensure patients received timely intervention when they needed it most, signposted them to services that could help them and ensured support was offered locally so the patient population could easily attend appointments.

We have rated this practice as **good** for providing safe and effective services, and caring and responsive services from the historic ratings because:

We found in the key questions effective and well-led and of caring and responsive that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.

We saw areas of outstanding practice:

- **Pride in Practice - Practice Accreditation:** The practice recognised they were a diverse team catering to a diverse population. They wanted to ensure they were accessible to meet the needs of the LGBTQ population and embraced diversity. They undertook pride in practice accreditation, instituted staff training and received a pride in practice gold level award. They had introduced systems in place to ensure those digitally excluded from cervical cancer screening due to gender change were included in the recall system.
- The practice demonstrated their commitment to becoming a greener practice and to reduce their carbon footprint. In support of sustainability the practice introduced an inhaler recycling initiative. This was to reduce the number of inhalers which end up in landfill which were prescribed to the practice population, and to encourage inhaler recycling instead. Within a two month period the recycling receptacle was full and returned to the local pharmacy for recycling. Patients were made aware of this scheme through text messaging. This was one of the measures they had introduced to improve sustainability.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to work with patients to encourage the uptake of cervical screening.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Overall summary

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Kumar Family Practice

Kumar Family Practice is located in Wigan at:

Chandler House

Worsley Mesnes Health Centre, Poolstock Lane

Wigan

Greater Manchester

WN3 5HL

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

The practice delivers a General Medical Services (GMS) to a patient population of 4800 at the time of inspection. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices (SWAN (South Wigan Ashton North) Primary Care Network (PCN)) and is part of the Wigan locality of the Greater Manchester Integrated Care Board.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth highest decile (five of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 98% White and 2% Other. The majority of patients are within the 15 to 64 age group.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There are four GPs (two male/two female), an advanced nurse practitioner, a physician associate, two practice nurses and one health care assistant. There is also a practice manager, education manager, reception manager and patient communication lead. These are supported by a team of administration staff. The practice is also supported from the Primary Care Network (PCN) by mental health practitioners and a psychiatrist, physiotherapist, care coordinator and two clinical pharmacy technicians.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

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 hours service which is provided through NHS 111. Additionally, patients can access GP services in the evening through the PCN at their location and on Saturdays and Sundays through the Wigan GP access alliance at locations across Wigan Borough.

The practice is a training practice for GPs and practice nurses.