

Dr Kulvinder Singh

Quality Report

The Medical Centre
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Kent
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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 comprehensive inspection at Dr Kulvinder Singh on 16 December 2016. The overall rating for the practice was good. The practice was rated as requires improvement for providing safe services and rated as good for providing effective, caring, responsive and well-led services. The full comprehensive report on the December 2016 inspection can be found by selecting the 'all reports' link for Dr Kulvinder Singh on our website at www.cqc.org.uk.

This inspection was an announced focused inspection conducted on 17 August 2017 to confirm that the practice had carried out their plan to meet the legal requirements, in relation to the breaches in regulations that we identified in our previous inspection on 16 December 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- The practice had ensured that the arrangements for managing medicines in the practice kept patients safe. Controlled drugs were no longer stored within the practice.

The practice had also taken appropriate action to address areas where they should make improvements:

- The practice had taken appropriate measures to ensure they identified patients who are also carers to help ensure they are offered appropriate support. The practice had identified 100 patients as carers (1% of the practice list).

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.

- Since our inspection in 2016 the practice had improved its systems and processes in order to ensure the arrangements for managing medicines in the practice kept patients safe. All controlled drugs had been removed from the practice and were no longer stored at the practice.

Good



Dr Kulvinder Singh

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Dr Kulvinder Singh

Dr Kulvinder Singh is situated in Shepway, Maidstone, Kent and has a registered patient population of approximately 11,848.

There are more patients registered between the ages of zero and five years than the national average. The practice is located in an area with a lower than average deprivation score.

The practice staff includes a principal GP (male), three salaried GPs (two male and one female), three long term locum GPs (two male and one female), two advanced nurse practitioners (male), a nurse practitioner (female), three practice nurses (female) and three healthcare assistants (female). There was a practice manager and a team of reception/administrative staff. The practice is a training practice and trains two GP registrars, one F2 and one nurse trainer.

There are reception and waiting areas on the ground floor. Patient areas are accessible to patient with mobility issues as well as parents with children and babies.

The practice has a general medical services contract with NHS England for delivering primary care to the local population. The Medical Centre is open Monday to Friday 8am to 6.30pm. Extended hours appointments are offered on alternate Saturdays from 9am to 1pm. Outside of these hours, cover is provided by the out of hours GP service

(provided by IC24) which operates from 6.30pm to 8am, seven days a week and is accessed via the NHS 111 service. General medical services are available to patients via an appointments system. There are a range of clinics for all age groups as well as the availability of specialist nursing treatment and support.

Services are provided from:

- The Medical Centre, 10a Northumberland Court, Shepway, Maidstone, Kent, ME15 7LN.
- The Grove Green Medical Centre, Unit 1, Minor Centre, Grove Green, Maidstone, Kent, ME14 5TQ.

We inspected The Medical Centre. We did not inspect The Grove Green Medical Centre.

Why we carried out this inspection

We undertook a comprehensive inspection of Dr Kulvinder Singh on 16 December 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall (rated as requires improvement for providing safe services and good for providing effective, caring, responsive and well-led services). The full comprehensive report following the inspection in December 2016 can be found by selecting the 'all reports' link on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Dr Kulvinder Singh on 16 August 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Detailed findings

How we carried out this inspection

Before visiting, we reviewed information sent to us by the practice that told us how the breaches identified during the

comprehensive inspection had been addressed. During our visit we spoke with the principal GP, practice manager, a nurse practitioner and a practice nurse as well as, reviewed information, documents and records kept at the practice.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on 16 December 2016, we rated the practice as requires improvement for providing safe services.

- The arrangements for managing medicines in the practice did not always keep patients safe. We found controlled drugs were not destroyed when they had expired.

We issued a requirement notice in respect of these issues and found arrangements had significantly improved when we undertook a follow up inspection on 17 August 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

The practice had ensured that medicine management issues identified at our previous inspection had been addressed. The practice was able to demonstrate they had audited the use of controlled drugs within the practice. The audit showed that these medicines reached their expiry date and routinely required destruction. As a consequence of the audit findings, controlled drugs were no longer kept at the practice. We saw records and viewed the controlled drugs cupboard, which confirmed this to be the case.