

# Dr M L Swami & Partners

## Quality Report

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Date of inspection visit: 4 May 2016. We have not revisited Dr M L Swami as part of this review because they were able to demonstrate that they were meeting the standards without the need for a visit.  
Date of publication: 03/06/2016

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 caring?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

On 8 October 2015 we carried out a comprehensive inspection of Dr M L Swami & partners and found concerns relating to identifying and taking action on patient feedback in regard to the quality of care patients received. Following the inspection the provider sent us an action plan detailing how they would make the required improvements.

We carried out a desktop review of Dr M L Swami & partners on 4 May 2016 to ensure these changes had been implemented and that the service was meeting regulations. Our previous inspection in October 2015 had found a breach of regulations relating to the delivery of caring services. The rating for the provision of caring services has been updated to reflect our findings.

We found the practice had made improvements since our last inspection on 8 October 2015 and they were meeting the regulation, relating to identifying and taking action on patient feedback regarding the standards of care patients received, that had previously been breached.

Specifically the practice had:

- Completed training for GPs in consulting and communicating with empathy.
- Undertaken an extensive practice patient satisfaction survey in March 2016 to follow up on areas of

delivery of care where it had previously received poor feedback. The survey was conducted by an independent survey organisation and was distributed at random to 300 patients and 272 responded.

- Results of the patient survey showed a significant increase in patient satisfaction for several aspects of care compared to the results of the 2015 national patient survey.

We have changed the rating for this practice to reflect these improvements. The practice is now rated good for the provision of safe, effective, caring, responsive and well led services.

Our last inspection also identified some areas where the practice should make improvement. The action plan we received and subsequent evidence showed that the practice had made the necessary improvements. They had completed a risk assessment for legionella (Legionella is a term for a particular bacterium which can contaminate water systems in buildings) and were carrying out the recommendations of the assessment. They had also installed additional emergency lighting and introduced a verbal complaints and concerns log.

Overall the practice remains rated as good.

**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 caring?**

The practice is now rated as good for providing caring services

- At our inspection in October 2015 we found patient feedback on several aspects of care was below local and national averages. The practice had taken action to improve communication skills of the GPs and data from a survey of 272 patients undertaken by the practice showed patients now rated the practice similarly or higher than others for several aspects of care.

However, from our previous inspection in October 2015 we also found:

- Patients said they were treated with compassion, dignity and respect and they were involved in decisions about their care and treatment.
- Information for patients about the services available was easy to understand and accessible.
- We saw staff treated patients with kindness and respect, and maintained patient and information confidentiality.

**Good**



# Dr M L Swami & Partners

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

This desktop inspection review was undertaken by a CQC Inspector.

### Why we carried out this inspection

We carried out a comprehensive inspection on 8 October 2015 and published a report in November 2015 setting out our judgements. We asked the practice to send a report of the changes they would make to comply with the regulation they were not meeting. The practice sent us evidence that they had completed the changes they had detailed in their plan.

We therefore followed up to make sure the necessary changes had been undertaken by reviewing the evidence on 4 May 2016. Our review found the provider was meeting the fundamental standards and our findings are set out within this report.

This report should be read in conjunction with the full inspection report published in November 2015. We have not revisited Dr M L Swami & partners surgery as part of this review because the practice was able to demonstrate compliance without the need for an inspection.

### How we carried out this inspection

We reviewed information given to us by the practice, including patient surveys, staff training records and a report from Healthwatch following their visit to the practice. We also reviewed records of a risk assessment and a building service report.

# Are services caring?

## Our findings

When we visited Dr M L Swami & partners in October 2015 we found that patient survey results relating to the care provided by the GPs were below local and national averages. For example, 83% said the GP was good at listening to them compared to the CCG average of 92% and national average of 89%. The practice had not taken action based on the feedback received from patients and we found they had breached a regulation in respect of seeking and acting upon feedback from service users. The practice sent us an action plan telling us how they would address these issues. They subsequently provided confirmation of completion of their actions and we saw that significant progress had been made.

### Kindness, dignity, respect and compassion

At our inspection in October 2015 we found the results from the national GP patient survey showed patients consistently rated their experience of care from the GPs lower than other practices in the area and nationally.

Following the inspection in October, the GPs from the practice undertook further training to enhance their ability to communicate with empathy. The course of training included six modules that covered a range of communication skills. Subsequently the practice carried out a patient satisfaction survey in March 2016. The survey was distributed to 300 patients and 272 responded.

To draw a comparison with the national patient survey the practice asked the same questions of the 272 patients. The responses showed a significant improvement against local and national averages in the national survey results published in January 2016.

- 88% of patients said the GP was good at listening to them compared to national survey results of clinical commissioning group (CCG) average of 85% and the national average of 89%.
- 88% of patients said the GP gave them enough time compared to national survey results of CCG average of 84% and the national average of 87%.

- 83% of patients said the last GP they spoke to was good at treating them with care and concern compared to national survey results of CCG average 83% and national average of 85%.
- 95% of patients said they found the receptionists at the practice helpful compared to the national survey CCG average of 84% and the national average of 87%.

The national survey results from July 2015, used at the inspection of October 2015, showed positive feedback about the care provided by the practice nurses. The practice did not include similar questions about the nursing team in their March 2016 survey. However we noted that the national survey from January 2016 (to which only 98 patients responded) showed;

- 99% of patients said they had confidence and trust in the last nurse they saw compared to the CCG average of 97% and national average of 97%.
- 86% of patients said the last nurse they saw was good at listening to them compared to the CCG average of 90% and national average of 91%.

The practice had taken action to address patient feedback and survey results showed an improvement in the patient views on being treated with kindness and compassion.

### Care planning and involvement in decisions about care and treatment

At our inspection in October 2015 we also found the results of the national patient survey for GPs involving patients in decisions about their care were below local and national averages. The practice survey of March 2016 also showed an improvement in patient feedback compared to the national survey results published in January 2016. For example;

- 85% of patients said the last GP they saw was good at explaining tests and treatments compared to the CCG average of 78% and the national average of 86%.
- 87% of patients said the last GP they saw was good at involving them in decisions about their care compared to the CCG average of 83% and national average of 82%.