

Dr Parveen Singh Ghatora

Inspection report

Field Street
Shepshed
Loughborough
LE12 9AL
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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?		Requires Improvement	

Overall summary

We carried out a comprehensive inspection at Dr Parveen Singh Ghatora on 24 November 2020. Due to the impact of the COVID-19 pandemic, most of the evidence was reviewed and staff interviews were carried out remotely in advance of the site visit on 24 November.

The practice had previously received a comprehensive inspection in March 2020 when it received an overall rating of inadequate. The safe and well-led domains were rated as inadequate, the effective domain was rated as requires improvement and the caring and responsive domains were rated good. All population groups were rated as requires improvement. The practice was placed in special measures.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Dr Parveen Singh Ghatora on our website at www.cqc.org.uk

We undertook this comprehensive inspection in November 2020 to check that the provider had addressed the concerns identified at the inspection in March 2020 and to determine if they had made enough improvements to be taken out of special measures.

Following our inspection in November 2020, the practice is now rated as good overall. The practice is also rated as good for providing safe, effective, caring and responsive services and for all population groups. However, the service has been rated as requires improvement for well-led services.

The service is now rated as requires improvement for providing well-led services because:

- Improvements had been made and more effective systems and processes were in place to ensure good governance in accordance with the fundamental standards of care. Staff generally felt supported, however raised concerns regarding the culture at the practice and found it difficult to raise concerns or issues with all leaders.

The service is now rated as good for providing safe services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

The service is now rated as good for providing effective services because:

- Patients received effective care and treatment that met their needs.

The service remains rated as good for providing caring services because:

- Staff treated patients with kindness and respect and involved them in decisions about their care.

The service remains rated as good for providing responsive services because:

- The practice organised services to meet patients' needs. Patients could access care and treatment in a timely way. This had continued during the Covid-19 pandemic.

The areas where the provider **should** make improvements are:

- Encourage staff to complete a level of safeguarding training in line with Intercollegiate Royal College guidance.
- Ensure a hearing loop is available to support patients with a hearing impairment.
- Ensure that the working environment is improved, and staff feel that they can approach them for guidance and support where required.

Overall summary

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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 inspector supported by a GP Specialist Advisor and an additional CQC inspector.

Background to Dr Parveen Singh Ghatora

Dr Parveen Singh Ghatora is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Dr Parveen Singh Ghatora provides primary medical services to approximately 2435 patients through a general medical services contract (GMS). Patients are predominantly of white British origin, with only 2.9% of people within the practice area being from BAME groups.

Dr Parveen Singh Ghatora is located in the village of Shepshed near Loughborough in the county of Leicestershire. The practice has one male GP and three locum GPs, (two male and one female), two practice nurses, one healthcare assistant, a practice manager, administrative staff and reception staff. The practice reception is open between 8.30am and 6.30pm Mondays to Fridays except Thursdays when the practice closes at 1pm and the phones are diverted to the 111 service. Appointments are offered within these times. Pre-booked evening appointments are available Monday to Friday at other GP practices as part of a local extended access scheme. Saturday and Sunday morning appointments are also available as part of this scheme.

The practice has opted out of providing GP services to patients out of hours. During these times GP services are currently provided by the Out of Hours Service based at Loughborough Hospital and accessed via contacting the 111 service.