

Dr Chidananda Barua

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?

Good



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

We carried out an announced comprehensive inspection at Dr Chidananda Barua on 13 March 2017. The overall rating for the practice was good however there were improvements required in the key question safe. The full comprehensive report on the 13 March 2017 inspection can be found by selecting the 'all reports' link for Dr Chidananda Barua on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 5 October 2017 to confirm 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 inspections. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The practice is now rated good for being 'safe'. The practice remains rated as good overall.

Our key findings at this inspection were as follows:

- We reviewed a range of documents which demonstrated they were now meeting the requirements of Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe Care and Treatment.
- The practice now had a robust system in place to act upon patient safety alerts.
- The practice had ensured that risk assessments to the health and safety of service users were now in place.

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.

On inspection we reviewed documentary evidence to demonstrate how the practice had improved in relation to the key question safe since the last inspection.

- The practice had ensured that risk assessments to the health and safety of service users were now in place.
- The practice now had a robust system in place to act upon patient safety alerts.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 13 March 2017. 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 caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 13 March 2017. 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 13 March 2017. 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 being well-led.

This rating was given following the comprehensive inspection 13 March 2017. A copy of the full report following this inspection is available on our website.

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 13 March 2017. 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 13 March 2017. 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 13 March 2017. 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 13 March 2017. 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 13 March 2017. 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 13 March 2017. 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 Chidananda Barua

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the evidence provided at the time of the inspection.

Background to Dr Chidananda Barua

Dr Chidananda Barua is a GP practice situated in the Farnworth area of Bolton and is within the Bolton Clinical Commissioning Group (CCG) area. At the time of this inspection 3,300 patients were registered with the practice.

The practice population experiences much higher levels of income deprivation than the practice average across England. There is a higher proportion of patients above 65 years of age (17%) compared to the practice average across England (17%). The practice has a similar proportion

of patients under 18 years of age (24%) than the practice average across England (21%). 72% of the practice's patients have a longstanding medical condition compared to the practice average across England of 53%.

The senior GP (male) and salaried GP (male) provide primary medical services to patients registered at the practice. The GPs are supported in providing clinical services by two practice nurses, a phlebotomist and a health care trainer. Clinical staff are supported by the practice manager, and five members of the practice administration/reception team.

The opening times of the practice are Monday, Tuesday, Wednesday, Friday 8am to 6.30pm and Thursday 8am to 7.30pm. The practice has opted out of providing out-of-hours services to their patients. In case of a medical

emergency outside normal surgery hours advice was provided by the 111 service and Bury and Rochdale Doctors On Call (BARDOC). Patients are provided with these details via a recorded message when they telephone the practice outside the usual opening times.

The practice contracts with NHS England to provide General Medical Services (GMS) to the patients.

Why we carried out this inspection

We undertook a comprehensive inspection of Dr Chidananda Barua on 13 March 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall but requires improvement in the key question safe. The report for this inspections can be found by selecting the 'all reports' link for Dr Chidananda Barua on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Dr Chidananda Barua on 5 October 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.

How we carried out this inspection

Following the inspection on 13 March 2017 the practice supplied an action plan telling us how they would ensure they met the requirements of Regulation 12 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014: Safe Care and Treatment.

Detailed findings

We carried out an announced inspection on 5 October 2017. A CQC inspector reviewed and analysed the evidence provided by the practice and made an assessment of this against the regulations.

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 13 March 2017, we rated the practice as requires improvement for providing safe services as the practice lacked arrangements for risk assessing the health and safety of service users, and the practice did not have a system in place to disseminate patient safety and medicine alerts to staff.

These arrangements had significantly improved when we undertook a follow up inspection on 5 October 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

- The practice now had an effective system in place to receive and disseminate patient safety and medicine alerts to staff. A policy was in place and a nominated staff member was responsible for dealing with the alerts.

Monitoring risks to patients

There had been improvements made to the procedures for assessing, monitoring and managing risks to patient and staff safety.

- The practice had ensured that risk assessments to the health and safety of service users were now in place. The practice now had a health and safety policy in place to assist staff in keep the service safe which was in date. Since the last inspection, the practice had performed other risk assessments which included a risk assessment for new and expectant mothers, and a risk assessment for staff acting as chaperones.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused inspection of the overview of safety systems and processes 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 inspection of the overview of safety systems and processes 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 inspection of the overview of safety systems and processes 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 inspection of the overview of safety systems and processes 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>