

Dr Kapur & Partners

Inspection report

Dr Kapur & Partners
Sparkenhoe Street
Leicester
Leicestershire
LE2 0TA
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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr Kapur & Partners on 13 March 2019 as part of our inspection programme.

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.

We have rated this practice as good overall and good for all population groups.

We found that:

- All patients on high risk medicines had been reviewed in a timely manner and emergency medicines expiry dates were monitored.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Safeguarding systems had been implemented to ensure relevant information was placed on patients records to alert clinicians when a child was subject to any part of the child protection process.
- The system for dealing with complaints was regularly monitored.
- There were regular clinical and team meetings and processes to improve communication in the practice.

- Patients said they were treated with dignity and trusted the staff.
- The provider had a good relationship with the wider multidisciplinary team members.
- The practice organised and delivered services to meet patients' needs.
- Patients' treatment was regularly reviewed and updated. Patients with long term conditions received a structured annual review.

The areas where the provider should make improvements are:

- Improve identification and support of carers.
- Introduce a cold chain audit as per the cold chain policy.
- Introduce secondary monitoring of the vaccine refrigerator.
- Review the low screening uptake for breast, bowel and cervical cancer and how targeting of patients can be improved.

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

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 lead inspector. The team included a GP specialist advisor, a GP observer and a second CQC inspector.

Background to Dr Kapur & Partners

Dr Kapur & Partners is located at St Peters Health Centre, Sparkenhoe Street, Leicester, LE2 0TA. The surgery has good transport links and there is a pharmacy located in the same purpose-built health centre. When the practice is closed, out of hours cover for emergencies is provided by Leicester City Healthcare Hub.

Dr Kapurs has three sister practices, Melbourne Road Health Centre - R Kapur, Narborough Road Surgery, and Hina G Trivedi and Partners also located in Leicester.

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

Dr Kapur & Partners provides General Medical Services (PMS) for 2693 patients in the NHS Leicester City Clinical Commissioning Group (CCG) area under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of two male GPs who registered with CQC in April 2013. The practice employs a long-term locum female GP, a practice nurse, a health care assistant, practice manager and several administration staff.

There are a lower than average number of patients with a long-term health condition than the local and national average and lower than average numbers of patients in full time employment or education. The practice has lower levels of patients over the age of 65 compared to local and national averages. The National General Practice Profile states that 18% of the practice population is from a White background with 67% of Asian ethnicity. Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is open from 8.30 am to 6pm four days per week and from 8.30 am to 1pm on a Thursday, a relationship with another practice covers during this time. Longer appointments are available for those who need them and home visits and telephone consultations are available as required.