

Ragstone Road Surgery

Inspection report

40 Ragstone Road
Slough
SL1 2PY
Tel:

Date of inspection visit: Review undertaken 29 June 2022

Date of publication: 25/07/2022

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

Not inspected

Are services effective?

Inspected but not rated



Overall summary

We carried out an announced desk based inspection at Ragstone Road Surgery in Slough, Berkshire on 29 June 2022. Overall, the practice was rated as Good following our last inspection in May 2021. We have not provided a new rating as a result of this inspection

- Effective: Not rated (previously Good)

. The full reports for previous inspections can be found by selecting the 'all reports' link for Ragstone Road Surgery on our website at www.cqc.org.uk.

Why we carried out this inspection

This inspection was undertaken to review whether action had been taken in respect of a requirement notice issued due to concerns related to the care of patients with long term conditions. The requirement notice instructed the provider to send us an improvement plan and complete this plan in order to achieve full compliance with the Health and Social Care Act (2008) Regulated Activity Regulations 2014.

How we carried out the inspection

This inspection was carried out in a way which enabled us to request and receive evidence without a site visit.

This included:

- Requesting and reviewing evidence submitted by the provider
- Liaising with the provider regarding the evidence we received

Our findings

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 found that:

- There had been improvement in the monitoring and care of patients with long term conditions. This provided assurances that patients were being provided with appropriate interventions which minimised the risk of exacerbations of conditions such as diabetes and hypertension, among others.

The practice also continued to implement improvements as a result of areas we asked them to consider taking action at a previous inspection. For example:

- The provider was continuing to review and assess patient feedback to identify where improvements to the service may be required. There was action from the provider as a result of feedback including; implementing a phone system monitoring system, encouraging use of virtual consultations and a new website was being developed.

Overall summary

- There had been increased co-working with community healthcare teams and closer monitoring of children who do not attend for childhood immunisations. Data from the practice showed an increase in uptake among children aged five who had received immunisation for measles, mumps and rubella (two doses of MMR) and DTaP (Diphtheria, Tetanus, Pertussis) from 80% in 2019/2020 to 93% in 2021/2022.

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

Our inspection team

The inspection was undertaken by a Primary Medical Services Inspector

Background to Ragstone Road Surgery

Ragstone Road Surgery is located in Slough. The service provider is an individual; Dr Hemanthe Kumar and part of the Bharani Medical Centre primary care network.

Address: 40 Ragstone Road Slough Berkshire SL1 2PY We did not visit the practice during this inspection.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury. The practice is situated within the Frimley Clinical Commissioning Group (CCG) to a patient population of about 3,250 patients. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices called a primary care network (PCN).

The practice provides medical services to the local community in Chalvey, Slough. The area has a significantly higher deprivation among its population, compared to the CCG and national averages, with a multiple deprivation index of 25.2 compared to the national average of 21.7. There is a broad ethnic mix among the local population with 83% of people from non-white British backgrounds. The practice has a high turnover of patients due the local area having a transient population. Every year the practice records approximately 400 new patient registrations.

There are four GPs working at the practice, three female and one male. The clinical team includes a practice nurse. The clinical team are supported by a practice manager and a team of administration and reception staff.

The practice has core opening hours between 8am and 6.30pm Monday to Friday with appointments available from 8.30am to 5.50pm daily. Extended opening hours are available every Tuesday, Wednesday and Friday when the practice opens for early morning appointments starting at 7.30am. In addition, the practice has offered extended hours appointments every weekday evening between 6.30pm and 8.30pm and every Saturday and Sunday from 9am to 1pm at Bharani Medical Centre. These times have been affected by the pandemic.

The practice has opted out of providing out of hours services to their patients. There are arrangements in place for services to be provided when the practice is closed and these are displayed at the practice, in the practice information leaflet and on the patient website. Occasionally out of hours services are provided during protected learning time by East Berkshire Primary Care Out Of Hours Services Limited, who also provide out of hours service after 6:30pm, weekends and bank holidays. This service is accessed by calling NHS 111.