

RANGA MEDICAL LTD

Inspection report

Unit 4
121 Sibson Road, Birstall
Leicester
LE4 4ND
Tel: 07827932218

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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

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an announced focused inspection at Ranga Medical Ltd in response to concerns regarding the handling of complaints.

In light of the current Covid-19 pandemic, Care Quality Commission (CQC) has reviewed ways to fulfil our regulatory obligations, respond to risk, and reduce the burden placed on providers by minimising the time inspection teams spend on site. In order to seek assurances around potential risks to patients, we are currently piloting a process of remote working as far as practicable. This provider consented to take part in this pilot and the evidence in the report was gathered without entering the practice premises. The inspection did not include an on-site visit and therefore ratings were not awarded.

The inspection was undertaken remotely and included reviewing evidence of the provider's clinical systems of patients records as well as policies and procedures.

Ranga Medical Ltd offers a private GP service, minor surgery and aesthetic procedures.

This service is registered with CQC under the Health and Social Care Act 2008 in respect of some, but not all, of the services it provides. There are some exemptions from regulation by CQC which relate to particular types of regulated activities and services and these are set out in Schedule 1 and Schedule 2 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Ranga Medical Ltd provides a range of non-surgical cosmetic interventions, for example dermal fillers which are not within the CQC scope of registration.

The service has a registered manager who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Our key findings were:

- There were systems in place for formal complaints.
- Information on how to complain was available to patients including on the website and included in paperwork available to patients when using the service.
- Patient satisfaction reviews were offered at each appointment. There was a system for recording these and following up on any concerns raised.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

The inspection team was undertaken remotely by a CQC lead inspector.

Background to RANGA MEDICAL LTD

Ranga Medical Ltd is registered with the CQC based at 121 Sibson Road, Birstall, Leicester, LE4 4ND.

This service is registered with the CQC under the Health and Social Care Act 2008 to conduct the regulated activities of diagnostic and screening procedures, services in slimming clinics, surgical procedures and treatment of disease, disorder or injury. The service is available to patients over the age of 18 years.

Ranga Medical Ltd provides private GP appointments, minor surgery treatments such as PDO threads (a form of non-surgical facelifts) and mole removal as well as aesthetic procedures, for example injections of Botox and fillers which are not within the scope of registration for CQC.

Patients can access the service via telephone, website or email to obtain appointments.

The website for Ranga Medical Ltd is www.drnatashaclinics.com

The staff team consists of one GP and two receptionists/administration staff.

The service is usually open on Mondays between 10am and 6pm, Thursdays between 10pm and 7pm, Fridays between 9am and 2pm, Saturdays between 9am and 5pm and Sundays between 9am and 3pm.

Are services responsive to people's needs?

Listening and learning from concerns and complaints

The service took complaints and concerns seriously and had policies to respond to complaints.

- Information about how to make a complaint or raise concerns was available. We were told that information on how to complain was available within the clinic, however this had been removed due to the infection control concerns during the covid pandemic. We saw there was information available on the website which included the complaints policy. Patients signed an agreement form from the clinic at every appointment, which included information on the complaints process. We saw evidence of these during our remote inspection.
- There was a comprehensive complaints policy available and we saw evidence this policy had been followed for formal complaints that had been received. The provider told us that they were in the process of updating the policy to reflect that if external bodies were involved in complaints, this could impact on the clinic's complaint investigation.
- The service recorded satisfaction scores and regularly liaised with patients who were not satisfied. All patients were sent correspondence after every appointment which included the option to review their appointment. We saw evidence of these on patient records.
- The service completed regular reviews of patient satisfaction and completed annual reports as part of clinician's appraisals.