

Dr Kamal Gupta

Quality Report

Bridgewater Medical Centre
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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 Kamal Gupta on 6 September 2016. The overall rating for the practice was good, however the practice required some improvement in the key question safe. The full comprehensive report on the September 2016 inspection can be found by selecting the 'all reports' link for Dr Kamal Gupta on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 21 February 2017 to confirm that 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 inspection on 6 September 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice remains rated as good.

Our key findings were as follows:

- We reviewed a range of documents and spoke with staff 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 registered provider had ensured that all staff had received training in infection prevention and control (IPC) and an IPC audit had taken place.
- The registered provider had ensured that recruitment arrangements included all necessary employment checks for all staff that included taking up references and completing enhanced disclosure and barring service checks, in particular for staff who were already undertaking chaperoning duties.

On this inspection we also found that the practice had:

- Reviewed the management system of blank prescription forms and had introduced a system to manage their issue and distribution across the practice.
- Reviewed and updated practice procedures and guidance.
- Arranged up to date mental capacity act and consent training for clinical staff and this had been completed.

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 spoke with staff and reviewed documentary evidence to demonstrate how they had improved their practices in relation to the key question safe since the last inspection.

- The registered provider had ensured that all staff had received training in infection prevention and control (IPC) and an IPC audit had taken place.
- The registered provider had ensured that recruitment arrangements included all necessary employment checks for all staff that included taking up references and completing enhanced disclosure and barring service checks, in particular for staff who were already undertaking chaperoning duties.

Good



Are services effective?

The practice is rated as good for providing effective services. This rating was given following the comprehensive inspection on 6 September 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-484411652>

Good



Are services caring?

The practice is rated as good for providing caring services. This rating was given following the comprehensive inspection on 6 September 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-484411652>

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 on 6 September 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-484411652>

Good



Are services well-led?

The practice is rated as good for providing well-led services. This rating was given following the comprehensive inspection on 6 September 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-484411652>

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 on 6 September 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-484411652>

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 on 6 September 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-484411652>

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 on 6 September 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-484411652>

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 on 6 September 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-484411652>

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 on 6 September 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-484411652>

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 on 6 September 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-484411652>

Good



Dr Kamal Gupta

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 Kamal Gupta

Dr Kamal Gupta provides primary care services to its registered list of 2095 patients. The practice is situated and the inspection was conducted at Bridgewater Medical Centre, Leigh. There are three other GP practices also located in this building and some facilities, such as the minor operations treatment room, are shared.

This is a purpose built GP Surgery with disabled access. There are parking facilities, including disabled spaces, and it is easily accessible by local transport links.

There is one GP (male) and they are supported by a female practice nurse. There is also a practice manager and supporting administration staff.

The age profile of the practice is very similar to the Clinical Commissioning Group (CCG) and national averages. The male life expectancy for the area is 76 years compared with the CCG averages of 77 years and the national average of 79 years. The female life expectancy for the area is 81 years compared with the CCG averages of 81 years and the national average of 83 years. The practice has a lower percentage (12%) of patients over the age of 65 compared to the CCG (18%) and national averages (17%).

The practice delivers commissioned services under the General Medical Services (GMS) contract with NHS England and is part of Wigan CCG. It offers direct enhanced services

for the childhood vaccination and immunisation scheme, facilitating timely diagnosis and support for people with dementia, influenza and pneumococcal immunisations, learning disabilities, patient participation, minor surgery, rotavirus and shingles immunisation and unplanned admissions.

The practice is open between 8am and 8pm on a Monday and 8am to 6.30pm from Tuesday to Friday. Routine GP appointments are available each morning from 8.40am to 10.30am, and on Monday, Tuesday and Thursday from 4pm to 5.30pm. On Wednesday and Friday afternoons emergency appointments only are available.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours service which is provided by Bridgewater NHS Foundation Trust through NHS 111. Additionally patients can access GP services in the evening and on Saturdays and Sundays through the Wigan GP access alliance at locations across Wigan Borough.

Why we carried out this inspection

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 full comprehensive report following the inspection in September 2016 can be found by selecting the 'all reports' link for Dr Kamal Gupta on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Dr Kamal Gupta on 21 February 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.

Detailed findings

How we carried out this inspection

Following the inspection on 6 September 2016 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.

We carried out an announced visit on 21 February 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 6 September 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of infection prevention and control (IPC) and undertaking appropriate recruitment checks were not on place.

These arrangements had significantly improved when we undertook a follow up inspection on 21 February 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

- The registered provider now ensured that recruitment arrangements included all necessary employment

checks for all staff that included taking up references and completing enhanced disclosure and barring service checks, in particular for staff who were already undertaking chaperoning duties. We also saw evidence of recent chaperone training for all staff who undertake these duties.

- The registered provider had ensured that all staff had received training in infection prevention and control (IPC) and an IPC audit had taken place. The practice manager had worked with the IPC lead from the local Clinical Commissioning Group (CCG) to ensure the practice audit was completed using the latest guidance.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this was a focused inspection of the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that covers this key question in detail that is available on our website at the following website:

<http://www.cqc.org.uk/location/1-484411652>

Are services caring?

Our findings

Please note this was a focused inspection of the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that covers this key question in detail that is available on our website at the following website:

<http://www.cqc.org.uk/location/1-484411652>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this was a focused inspection of the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that covers this key question in detail that is available on our website at the following website:

<http://www.cqc.org.uk/location/1-484411652>

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 was a focused inspection of the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that covers this key question in detail that is available on our website at the following website:

<http://www.cqc.org.uk/location/1-484411652>