

# Dr Manjit Singh

## Inspection 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 location

Good



Are services safe?

Good



# Overall summary

We carried out an announced focused inspection on 15 November 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations we identified in our previous inspection in March 2018 where breaches of the Health and Social Care Act 2008 were identified. You can read the report from our last comprehensive inspection on 18 October 2017; by selecting the 'all reports' link for Dr Manjit Singh on our website at [www.cqc.org.uk](http://www.cqc.org.uk). This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Our judgement of the quality of care at this service is based 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.

**I have rated this practice as good overall.**

This means that:

- People were protected from avoidable harm and abuse and that legal requirements were met.

- The provider had implemented a system to ensure the safety of blank prescription pads on the premises.
- The provider had processes in place to gain assurances through relevant checks that staff were competent for their role prior to employment.
- Patients had good outcomes because they received effective care and treatment that met their needs.
- The provider had reviewed all non clinical staff immunisation status to mitigate risk to both patients and staff.
- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- People's needs were met by the way in which services were organised and delivered.
- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## Population group ratings

## Our inspection team

Our inspection was led by a CQC lead inspector.

## Background to Dr Manjit Singh

Dr Manjit Singh's practice also known as Cambridge Street surgery is a practice located in West Bromwich an area of the West Midlands. The surgery has good transport links and there is a pharmacy located nearby.

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

Dr Manjit Singh's surgery is situated within the Sandwell & West Birmingham Clinical Commissioning Group (CCG) and provides services to 3,000 patients 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 single handed male GP who registered with the CQC in April 2013. The practice employs a number of regular male and female locum GPs, a part time nurse and a number of administration staff.

The National General Practice Profile states that 57% of the practice population is from a white background with a further 29% of the population originating from an Asian background. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 76 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.

Dr Singh's practice is open between 8am and 6.30pm Monday to Friday. Extended hours appointments are available to all patients at additional locations within the area as the practice is a member of a GP federation: Monday to Friday 6.30pm until 8.30pm and on Saturday and Sunday 10am until 1pm. Additional out of hours care is accessed by calling the NHS 111 service.