

Dr Sangeeta Rathor

Inspection report

Grand Union Village Health Centre
Taywood Road
Northolt
Middlesex
UB5 6WL

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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

Requires improvement



Are services safe?

Good



Are services effective?

Requires improvement



Are services caring?

Requires improvement



Are services responsive?

Requires improvement



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Dr Sangeeta Rathor on 16 January 2020 as part of our inspection programme.

At the last inspection in December 2018, the practice was rated as Requires Improvement. We served the practice with Warning Notices. We undertook a further inspection in March 2019 to check they had complied with the requirements of the Notice. At that inspection, we found that the provider had satisfactorily met the requirements of the notice. During this inspection the improvements were being maintained. However, there are areas that still require improvements.

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 Requires Improvement overall. We have rated all population groups as requires improvement due to concerns with patient satisfaction.

We rated the practice as **requires improvement** for providing effective services because:

- Whilst there was monitoring of the outcomes of care and treatment, the practices patient quality outcomes related to Families, children and young people and Working age people were low.

We rated the practice as **requires improvement** for providing caring and responsive services because:

- Results from the national GP patient survey relating to overall experience of making an appointment and for patients who were satisfied with the type of appointment they were offered were low.

We rated the practice as **requires improvement** for providing well-led services because:

- The governance systems in place for safe and effective running of the practice had been improved. However, some work was still required to ensure the leadership of the service was stable.

We also rated the practice as **good** for providing safe services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.

Whilst we found no breaches of regulations, the provider **should:**

- Continue efforts to increase the uptake of childhood immunisations, bowel cancer screening and cervical cancer screening.
- Continue to address patient feedback from the National GP National Patient Survey.
- Continue efforts to promote the PPG and patient engagement.

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

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor.

Background to Dr Sangeeta Rathor

Dr Sangeeta Rathor is located at Grand Union Village Health Centre, Taywood Road, Northolt UB5 6WL. The practice is in a shared community health centre. The practice is registered with the Care Quality Commission to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury and midwifery services.

The practice provides NHS services through a General Medical Services (GMS) contract to 1780 patients. In addition to this the provider also operates another practice jointly known as the Northolt Family Practice. The patient list from this practice is 4508 and both practices have a separate contract with the Clinical Commissioning Group.

The practice is part of the Ealing Clinical Commissioning Group (CCG) which is made up of 79 general practices. The practice's clinical team is led by the provider (principal GP), who provides eight clinical sessions per week, salaried male GP- six clinical sessions, a male locum GP provides three clinical session per week and one full time clinical pharmacist.

A female nurse works at the practice four full days per week. The practice also employs a full-time practice manager and a part time health care assistant -who is also training to be an associate nurse supported by the practice. There are four full-time administrators/ receptionists and one-part timer. Standard appointments are 10-15 minutes long, with patients being encouraged to book double slots should they have several issues to discuss. Patients who have previously registered to do so may book appointments online. The provider can carry out home visits for patients whose health condition prevents them attending the surgery. When the practice is closed, the telephone answering service directs patients to contact the out of hours provider. The patient profile for the practice has an above-average working age population, between the ages of 20 and 49 years and fewer than average children, teenagers and older patients, aged over-50. The locality has a higher than average deprivation level. Over a third of the practice area population is of black and minority ethnic background.