

Milman Road Surgery - Dr Mittal

Quality Report

Milman Road
Reading
Berkshire
RG2 0AR

Tel: 0118 986 2286

Website: www.milmanroadhealthcentre.co.uk

Date of inspection visit: 23 May 2017

Date of publication: 03/07/2017

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 effective?

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 Milman Road Surgery- Dr Mittal on 26 January 2016. The overall rating for the practice was good. The full comprehensive report on the January 2016 inspection can be found by selecting the 'all reports' link for Milman Road Surgery – Dr Mittal on our website at www.cqc.org.uk.

The practice registered an additional 5000 patients on 1 April 2017 following the closure of another practice in the same building. The practice that closed had a breach of regulation identified during their inspection in September 2016. CQC had also received information of concern regarding Milman Road Surgery – Dr Mittal that required follow up.

This inspection was an announced focused inspection, carried out on 23 May 2017, to follow up the issues of concern and verify that the practice systems in place supported the rapid increase in registered patients. This report covers our findings in relation to these issues and the information of concern we had received. We have not reviewed the existing ratings following this inspection.

Our key findings were as follows:

- The practice provided information in languages other than English to support patients whose first language was not English.

- Clinical audit was undertaken to improve outcomes for patients and an audit plan was in place.
- There was a system in place to manage requests for home visits and telephone consultations.
- The practice demonstrated an effective process for dealing with repeat prescription requests and issue of urgent prescriptions.
- There was a system in place to record and take action upon medicine and product alerts. Minutes of meetings showed that these were discussed and actions taken when appropriate. The GP we spoke with identified medicine alerts and the action taken when they were relevant to the practice.
- There was a portable hearing loop available for use at both reception desks to assist patients that used hearing aids.
- Automated doors were provided and a lift was available to assist patients with mobility problems.

The practice had systems in place that complied with regulations and supported the care of all registered patients. These systems addressed the breaches that had affected the practice whose patients transferred upon closure of the next door practice on 31 March 2017. The practice also demonstrated systems were in place to address the concerns CQC had received since the last inspection.

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 effective?

The practice had appropriate systems in place to support the significantly increased patient list. There were also appropriate systems in place to deal with information of concern received by CQC.

- Clinical audit was undertaken and the practice demonstrated improvement from audit. An audit plan was in place.
- There was a system in place to respond to requests for home visits and staff demonstrated capability to operate the system.
- Appropriate systems were in place to ensure timely production of requests for repeat prescriptions and prescriptions generated from telephone consultations.

Milman Road Surgery - Dr Mittal

Detailed findings

Our inspection team

Our inspection team was led by:

This focused inspection was undertaken by a lead CQC inspector.

Background to Milman Road Surgery - Dr Mittal

Milman Road Surgery - Dr Mittal (also known as Milman Road Health Centre) provides primary care GP services to approximately 15000 patients in the South Reading area. The practice has a large catchment area and contains some of the most deprived wards in Reading, meaning many patients are affected by social and economic deprivation locally. In comparison to other areas, Milman Road Surgery - Dr Mittal has a higher proportion of patients of working age and a lower than average older population (over 60). Although the majority of the patients are white British, the practice has recognised established ethnic minorities of South Asian and Nepalese descent.

The practice is located in a residential street with clearly signed entrance. The reception areas are located on both ground and first floors. The first floor is accessed via a lift or stairs. There is car parking available on site and in some surrounding streets.

The practice staff list has two partners (one male GP and one senior manager), six salaried GPs (three male, three

female), a Nurse Practitioner (female), two practice nurses (female), two health care assistants (female), one midwife (female), two senior managers, one reception manager and nine receptionists.

The clinical staff operate from 9 consulting rooms and 5 treatment rooms, which are located on both ground and first floor. There are two reception areas with access to the consultation and treatment rooms and toilet facilities including baby change and disabled toilet. The practice has recently undergone major expansion and refurbishment.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are varied to allow greater flexibility to patients. The practice offers appointments at the following times;

- Mondays from 8am to 1pm in the morning and 2.30pm to 6pm in the afternoon.
- Tuesdays from 7.00am to 12.40pm in the morning and 2.30pm to 5.30pm in the afternoon.
- Wednesdays from 7.00am to 12pm in the morning and 2.30pm to 6pm in the afternoon.
- Thursdays from 8.30am to 1pm in the morning and 1.30pm to 6pm in the afternoon.
- Fridays from 7.00am to 1pm in the morning and 1pm to 5.30pm in the afternoon.

Extended surgery hours are offered on Tuesday, Wednesday & Friday mornings from 7am and one rotational evening session is available each week until 8pm. In addition, the practice is open every Saturday from 8am until 12.30pm with both pre-bookable appointments and walk-in appointments available.

Detailed findings

The practice does not offer out of hours cover out of these times. This service is covered by Westcall as part of the NHS 111 service.

All services are provided from: Milman Road Health Centre, Milman Road, Reading, Berkshire, RG2 0AR

Why we carried out this inspection

We undertook a comprehensive inspection of Milman Road Surgery – Dr Mittal on 26 January 2016 Year under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. The full comprehensive report following the inspection on Month Year can be found by selecting the ‘all reports’ link for Milman Road Surgery – Dr Mittal on our website at www.cqc.org.uk.

We undertook a focused inspection of Milman Road Surgery – Dr Mittal on 23 May 2017. This inspection was carried out to review in detail the systems in place to

support the significant increase in the number of patients registered at the practice and to follow up issues of concern received by the CQC. The inspection was also undertaken to ensure the practice continued to meet legal requirements.

How we carried out this inspection

During our visit we:

- Spoke with a GP, three members of the administration team and met with the practice manager.
- Observed how patients were being cared for in the reception area.
- Looked at information the practice used to deliver care and treatment plans.
- Reviewed systems in place for the management of specific aspects of delivery of service to patients.
- Undertook observations around the practice.

Are services effective?

(for example, treatment is effective)

Our findings

On 1 April 2017 Milman Road Surgery – Dr Mittal registered approximately 5000 patients who had previously been registered with another practice in the same building. That practice closed but when we inspected them on 6 October 2016 we found breaches of regulation and rated them requires improvement for provision of effective services.

The arrangements that required improvement were:

- Undertaking clinical audit to improve outcomes for patients.
- Providing information in formats relevant to the registered population.
- Providing appropriate facilities for patients with a disability.

We found Milman Road Surgery – Dr Mittal had systems and processes in place to provide effective services for all patients.

CQC had also received information of concern during 2017 in relation to Milman Road Surgery-Dr Mittal effectively dealing with requests for home visits and production of prescriptions.

We found Milman Road-Dr Mittal practice had appropriate systems in place to address these concerns when we undertook a focussed inspection on 23 May 2017.

Effective needs assessment

The practice recognised that a number of patients did not have English as their first language. The practice information leaflet and complaints procedure had been translated into five alternative languages including Urdu and Hindi to assist this group of patients. The practice was also sourcing information leaflets in these languages regarding cancer screening programmes.

There was a hearing loop available to both receptions and wide access automated doors to both the main entrance and ground floor reception and waiting room.

Management, monitoring and improving outcomes for people

There was an audit programme in place. This set out the audits to be carried out on an annual cycle and those that were due to be repeated to check whether actions identified from earlier audits had improved outcomes for patients. Outcomes from audit were used to improve patient outcomes. For example, an audit on use of a particular antibiotic had been used to reduce inappropriate prescribing.

There was a system in place to respond to requests for home visits. Staff we spoke with were confident in operating the system.

- A random sample review of home visit requests from five days in the previous three months showed the requests received had been logged. The log showed that GPs had responded to the requests by calling the patient, or their relative, taking action over the phone or undertaking the visit.
- A member of staff held responsibility for checking that home visit requests had been responded to.
- There was a system in place to respond to repeat prescription requests and production of urgent prescriptions. We reviewed the prescription requests awaiting production of a prescription and found none were over a day old. The prescriptions awaiting collection had all been produced in a timely manner. The practice assured that prescription requests were produced in a timely manner by date stamping incoming prescriptions to enable them to be tracked. Our review of the electronic prescription requests also showed these were dealt with within two working days of receipt.