

Dr Rajpreet Millan (Whitwell Surgery)

Inspection report

60 High Street
Whitwell
Hitchin
Hertfordshire
SG4 8AG
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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr Rajpreet Millan (also known as Whitwell Surgery) on 28 September 2016. Overall the practice was rated as inadequate and placed into special measures.

We carried out an announced focused inspection at Dr Rajpreet Millan on 15 February 2017. This inspection was undertaken to follow up on a Warning Notice we issued to the provider. We found the practice had complied with the warning notice we issued and had taken the action required to comply with legal requirements.

We carried out an announced comprehensive inspection at Dr Rajpreet Millan on 29 June 2017. This inspection that was undertaken following the period of special measures. Overall the practice was rated as good and the practice was taken out of special measures.

The inspection reports can be found by selecting the 'all reports' link for Dr Rajpreet Millan on our website at www.cqc.org.uk.

We carried out an announced comprehensive inspection at Dr Rajpreet Millan on 24 September 2019 following our annual review of the information available to us including information provided by the practice.

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 good overall and good for all population groups.

We found that:

- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Implement a process to monitor the management of referral letters.
- Continue to take steps to improve uptake of child immunisations and women attending for their cervical screening.
- Continue to review and take steps to improve performance in relation to National GP Patient Survey results.
- Continue to take steps to review and improve patient confidentiality at the front desk.

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

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a practice nurse specialist adviser.

Background to Dr Rajpreet Millan

Dr Rajpreet Millan (also known as Whitwell Surgery) provides a range of primary medical services to the residents of Whitwell and the surrounding villages. The practice has been at its current purpose built location of Whitwell Surgery, 60 High Street, Whitwell, Hitchin, Hertfordshire, SG4 8AG since the late 1990s. The practice has a dispensary which is used by approximately 80% of the practice population.

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

Dr Rajpreet Millan provides services on a General Medical Services (GMS) contract (a nationally agreed contract) to approximately 2,761 patients. The practice has one registered manager in place. (A registered manager is an individual registered with CQC to manage the regulated activities provided).

The practice team consists of a female principal GP and a male salaried GP. There is one nurse practitioner, one health care assistant, a practice manager, one dispensary manager, one dispenser and a small team of reception and administration staff.

The age of the practice population served is comparable to local and national averages. The practice has a slightly higher than average number of patients aged from 65 to 84 years old. The practice population is predominantly white British and has a black and minority ethnic population of approximately 4.1% (2011 census). Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The Out of Hours service is provided by Herts Urgent Care and can be accessed via the NHS 111 service. Information about this is available in the practice, on the practice website and on the practice telephone line.