

Dr Kumaran & Partners

Inspection report

Queens Park Medical Practice, Feltham Centre For
Health,
The Centre
Feltham
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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 caring?

Good



Overall summary

We carried out an announced comprehensive inspection at Dr Kumaran & Partners, also known as Queens Park Medical Centre on 24 July 2017. The practice was rated as requires improvement for providing caring services as the practice had not reviewed or taken action on

results from the national GP patient survey 2016 and 2017. The overall rating for the practice was good. The full comprehensive report on the July 2017 inspection can be found by selecting the 'all reports' link for Dr Kumaran & Partners on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 21 August 2018 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 24 July 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The practice is now rated as good for providing caring services. Overall the practice remains rated as good.

Our key findings were as follows:

- The practice had reviewed and taken action on results from the national GP patient survey 2016 and 2017. They had also reviewed data from the 2018 survey.

- The practice's GP patient survey results 2018 were mostly in line with local and national averages. The practice had reviewed this data and created an action plan to improve patient satisfaction.
- There was now a system to identify how often training should be completed to ensure staff were up-to-date.
- The practice now acted on and learned from external safety events as well as patient and medicine safety alerts.
- The business continuity plan was now more accessible to staff.
- There was now a system to record verbal references for new staff.
- Interpretation services were available for patients who did not have English as a first language and this was now advertised in the waiting area.
- The practice had a realistic strategy and supporting business plans to achieve priorities.

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

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

Our inspection team

This desk-based review was conducted by a CQC inspector.

Background to Dr Kumaran & Partners

Dr Kumaran & Partners, also known as Queens Park Medical Centre, is an NHS GP practice located in Feltham, Middlesex. The practice is part of NHS Hounslow Clinical Commissioning Group (CCG) and provides GP led primary care services through a Personal Medical Services (PMS) contract to approximately 5,000 patients. (PMS is one of the three contracting routes that have been available to enable commissioning of primary medical services).

Services are provided from:

- Feltham Centre for Health, High Street, Feltham, Middlesex, TW13 4GU

Online services can be accessed from the practice website:

- www.queensparkmedical.co.uk

The practice is led by two GP partners (male and female) who are supported by: two GP locums (male and female); a practice nurse (female); a health care assistant (female); a practice manager; and three receptionists / administrators.

The practice has a higher percentage of patients aged under 18 years compared to the local and England average. The practice area is rated in the fifth deprivation decile (one is most deprived, ten is least deprived) of the Index of Multiple Deprivation (IMD).

The practice is registered with the Care Quality Commission to provide the regulated activities of: diagnostic and screening procedures; maternity and midwifery services; family planning; surgical procedures; and treatment of disease disorder and injury.

Are services caring?

At our previous inspection on 24 July 2017, we rated the practice as requires improvement for providing caring services as the practice had not reviewed or taken action on

results from the national GP patient survey 2016 and 2017.

These arrangements had significantly improved when we undertook a desk-based review on 21 August 2018. The practice is now rated as good for providing caring services.

Kindness, respect and compassion

Staff treated patients with kindness, respect and compassion.

- Feedback from members of the patient participation group (PPG) was positive about the way staff treat people.
- The practice had reviewed feedback from the national GP patient survey 2016 and 2017 with staff and the PPG. They had acted where possible to improve performance.
- The practice had reviewed results from the national GP patient survey 2018 and created an action plan to

improve areas of low performance. Results from the GP patient survey 2018 were mostly in line with local and national averages for questions relating to kindness, respect and compassion.

- The practice also monitored patient feedback via individual GPs' annual appraisal.

(The national GP survey methodology has changed in 2018 and the new survey data scores cannot be directly compared to the past survey data scores).

Involvement in decisions about care and treatment

Staff helped patients to be involved in decisions about care and treatment.

- Staff helped patients and their carers find further information and access community and advocacy services.
- The practice's GP patient survey results 2018 were in line with local and national averages for questions relating to involvement in decisions about care and treatment.

Please refer to the evidence tables for further information.