

# Dr Kiren Kaur

## Inspection report

Moorside Medical Centre  
681 Ripponden Road  
Oldham  
OL1 4JU  
Tel: 01613448150  
[www.doctorsatmoorside.co.uk](http://www.doctorsatmoorside.co.uk)

Date of inspection visit: 9 June 2023  
Date of publication: 07/07/2023

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 to people's needs?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced inspection at Dr Kiren Kaur on 9 June 2023. Overall, the practice is rated good.

The ratings for each key question are:

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led – good

Following our previous inspection on 23 March 2022, the practice was rated requires improvement.

The ratings for each key question at that time were:

Safe - good

Effective - requires improvement

Caring - good

Responsive – requires improvement

Well-led – requires improvement

We issued requirement notices in respect of breaches of Regulations 12 (Safe care and treatment), and 17 (Good governance).

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Dr Kiren Kaur on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this inspection**

This inspection was a comprehensive inspection of all five key questions. We also followed up on the breaches of regulations we found at our previous inspection.

## **How we carried out the inspection**

CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

# Overall summary

This included:

- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Conducting an interview with the provider using video conferencing.
- Requesting evidence from the provider.
- A short site visit.
- Issuing questionnaires to staff.

## Our findings

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 key questions.

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.
- 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.

Although we found no breaches of regulations the provider should:

- Monitor improvements required following the completion of risk assessments.
- Organise personnel files so all required information is accessible and any omissions are apparent.
- Check historic safety alerts and take action if required.
- Work towards improving the uptake of childhood vaccinations and cervical screening.
- Increase communication with the patient participation group (PPG), including patients who do not have Internet or social media access.

We found an area of outstanding practice:

- Patients were able to contact the practice at any time during the day to access appointments. We saw evidence that telephone calls were spread throughout the day which meant patients were easily able to speak to the practice, including the period when the practice opened each morning. We saw that appointments, both face to face and telephone consultations, were available at short notice.

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

# Overall summary

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team also included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Dr Kiren Kaur

Dr Kiren Kaur (also known as Moorside Medical Practice) is located at Moorside Medical Centre, 682 Ripponden Road, Oldham, OL1 4JU.

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 Kiren Kaur delivers a Personal Medical Services (PMS) contract to a patient population of 5,707 at the time of inspection. This is part of a contract held with NHS England. The practice is part of the Oldham locality of the Greater Manchester Integrated Care Board. The number of registered patients has increased by 2000 in the previous 12 months.

The provider is a single-handed female GP who registered with the CQC in April 2013. There is a female salaried GP and a practice nurse. There is a business manager, a practice manager, and several administrative and reception staff.

The practice is in line with the national average of patients' age ranges. The National General Practice Profile states that 94% of the practice population is of white ethnicity, with 6% of black, Asian or mixed-race ethnicity. Information published by Public Health England rates the level of deprivation within the practice population group as 3, on a scale of 1 to 10. Level 1 represents the highest levels of deprivation and level 10 the lowest.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, some GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by GoToDoc Limited, where late evening and weekend appointments are available. Out of hours services are also provided by GoToDoc Limited.