

Dr S Virmani & Dr G Bedi

Inspection report

67 North Street
Whitwick
Coalville
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Date of inspection visit: 07/12/2021
Date of publication: 20/12/2021

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

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at Dr S Virmani & Dr G Bedi on 7 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr S Virmani & Dr G Bedi on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was undertaken in response to patient feedback received by the Care Quality Commission and was focused on the management of access to appointments.

How we carried out the inspection

The inspection was led by a CQC lead inspector who spoke with staff at a site and requested some documentation to be sent via email following the visit.

Interviews were carried out with receptionists, the practice manager, the nurse and patients.

We found that:

- People were able to access appointments in a timely way
- The practice offered a range of appointment types including telephone consultations and face to face appointments
- There were systems in place to support people who face communication barriers to access treatment
- There were systems in place to monitor access to appointments and make improvements and the practice provided us evidence of the appointment system being reviewed and altered to meet patient need.

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 was lead by a CQC inspector.

Background to Dr S Virmani & Dr G Bedi

Dr S Virmani & Dr G Bedi Medical Centre is located in Coalville at 67 North Street, Whitwick, Coalville, Leicestershire, LE67 5HX.

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

The practice is situated within the Leicester & Leicestershire Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 3,500 patients. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices as part of a primary care network (PCN). The practice was part of the North West Leicestershire: Hub 3 PCN which included 5 surgeries with a total population of roughly 23,700 patients.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh decile (seven of 10). The lower the decile, the more deprived the practice population is relative to others.

The practice was open between 8am and 6.30pm and offered appointments between 8.30am and 6pm.

According to the latest available data, the ethnic make-up of the practice area is 98% White, 1% Asian and 1% Mixed.

The age distribution of the practice population mirrors the local and national average however the practice had a higher than average number of females between the age of 55 and 74 years of age compared to local and national averages.

There is a team of two GP partners who provide appointments at the practice along with one nurse prescriber, and a healthcare assistant. The GPs are supported at the practice by a team of reception/administration staff and a practice manager. The practice also had appointments available with other clinical roles such as pharmacists, mental health practitioners and midwives at the practice who were employed by other agencies such as the PCN.

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

Out of hours services are provided by DHU where patients can access services by phoning NHS 111.