

Shanti Medical Centre

Inspection report

160 St. Helens Road
Bolton
BL3 3PH
Tel: 01942510468

Date of inspection visit: 09 December 2021
Date of publication: 27/12/2021

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

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?

Overall summary

We carried out an announced inspection at Shanti Medical Centre on 9 December 2021. Overall, the practice is rated as **Good** with the following key question ratings:

Safe - **Good**

Effective - **Good**

Caring - **Good**

Responsive - **Good**

Well-led - **Good**

Why we carried out this inspection

This was a full comprehensive inspection due to changes to the registration of the practice.

How we carried out the inspection/review

Throughout the pandemic 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 included:

- A site visit by the lead inspector.
- Conducting staff interviews remotely and on site.
- Completing clinical searches remotely on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records remotely to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- Gaining feedback from staff by using staff questionnaires.

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.

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.

Overall summary

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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-centred care.

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 team was led by a CQC lead inspector who undertook a site visit. The team included a GP specialist advisor who spoke with staff remotely and completed clinical searches and records reviews without visiting the location.

Background to Shanti Medical Centre

Shanti Medical Centre is the registered provider and provides primary care services to its registered list of approximately 6340 patients. The practice delivers commissioned services under the alternative provider medical services (APMS) contract and is a member of NHS Bolton Clinical Commissioning Group (CCG).

The APMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, surgical procedures, family planning, and treatment of disease, disorder and injury.

SSP Health Primary Care limited took over the management of the practice in June 2020 after a period of management by Bolton GP Federation. They then reviewed the previous CQC inspection reports, agreed actions, and implemented processes and procedures to improve standards and provide safe quality care.

The change of registration enabled the practice to become part of part of SSP Health Primary Care Limited, a federated organisation and benefits from support from the leadership and governance teams. The practice has access to support and leadership from a nursing lead and pharmacist as well as access to human resources, auditing and finance teams.

Regulated activities are delivered to the patient population from the following address:

160 St. Helens Road

Bolton

BL3 3PH

01204 665354

The practice has a website that contains information about what they do to support their patient population and the in house and online services offered:

<https://www.ssphealth.com/our-practices/shanti-medical-centre>

There are six GPs and one advanced nurse practitioner (ANP) working at the practice to cover all clinical sessions (female and male GPs) and a paramedic. There is also a practice nurse, and two healthcare assistants. The practice has an SSP pharmacist to complement clinical practice and is also supported by a pharmacist from the Primary Care Network. Any locum GPs or nursing staff used by the practice are from the wider SSP network of practices. There is a practice manager, reception supervisor and supporting administration staff.

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

According to the latest available data, the ethnic make-up of the practice area is 52% White, 41% Asian and 7% Other.

The age distribution of the practice population closely mirrors the local and national averages. The average life expectancy and age profile of the practice population is broadly in line with the CCG and national averages.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours through NHS 111.

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 or online consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.