

# Dr Sinha & Partners

## Inspection report

The Medical Centre  
Church End, Old Leake  
Boston  
Lincolnshire  
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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 Sinha and Partners, Old Leake Medical Centre on 25 October 2018 as part of our inspection programme. Our inspection team was led by a CQC inspector and included a GP specialist advisor and a practice manager specialist advisor.

Our judgement of the quality of care at this service is based 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.

## **I have rated this practice as good overall.**

This means that:

- People were protected from avoidable harm and abuse and that legal requirements were met.
- Patients had good outcomes because they received effective care and treatment that met their needs.
- Patients were supported, treated with dignity and respect and were involved as partners in their care.

- People's needs were met by the way in which services were organised and delivered.
- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.

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

- Review the process for sharing learning from serious incidents and complaints with staff.
- Review the process for ensuring that emergency medicines are always readily available.
- Review the process for monitoring the temperatures of dispensary refrigerators used to store some medicines.
- Continue to review telephone access to the practice.
- Monitor and review the turnaround time to dispense repeat prescriptions.

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

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

## Population group ratings

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

## Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor and a practice manager specialist advisor

## Background to Dr Sinha & Partners

Dr Sinha and Partners, known as Old Leake Medical Centre, is located in rural east Lincolnshire and provides primary medical services to 6686 patients under the terms of a general medical services (GMS) contract with Lincolnshire East Clinical Commissioning Group.

It is a dispensing practice and is able to dispense to 6325 (95%) of its patients.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, the treatment of disease, disorder or injury and family planning. These are delivered from a single site at Church End, Old Leake, Boston

The provider is a partnership of three GPs. There are three salaried GPs and two GP registrars. There are three practice nurses and two healthcare assistants. They are supported by a team of dispensers, receptionists, administration staff and management.

There are higher than average number of patients over the age of 65, in common with the characteristics of the Lincolnshire East CCG area, and fewer patients aged under 18 than the CCG and national average. Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.

Old Leake Medical Centre is open between 8am and 6.30pm on Monday, Thursday and Friday and 8am to 7pm on Tuesday and Wednesday. Extended hours appointments are also available to all patients at an extended hours hub at The Sidings Medical Practice in Boston from Monday to Friday 6.30pm until 8pm and on Saturday and Sunday and bank holidays from 8.30am to 4.45pm. Additional out of hours care is accessed by calling the NHS 111 service.