

Dr R Mapara and Partners

Inspection report

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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 R Mapara and Partners also known as Fernville Surgery, on 28 November 2018. The overall rating for the practice was good with the practice rated as requires improvement for being safe.

From the inspection on 28 November 2018, the practice was told they must:

- Ensure that care and treatment was provided in a safe way to patients.

This was because:

- The practice had not reviewed the prescribing of a specific medicine in line with evidence-based guidance.
- The system for storing blank prescriptions needed to be reviewed.

In addition, the practice was told they should:

- Review the system for storing prescriptions overnight so that these are safe.
- Ensure all staff were adequately trained in relation to identifying signs of sepsis.

After the comprehensive inspection, the practice submitted an action plan, outlining what they would do to meet the legal requirements in relation to the breach of regulations 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The full comprehensive report on the inspection carried out in November 2018 can be found by selecting the 'all reports' link for Dr R Mapara and Partners on our website at www.cqc.org.uk.

This inspection was an announced focused inspection at Dr R Mapara and Partners undertaken on 27 June 2019 to

check that the practice had followed their plan and to confirm that they now met the legal requirements. This report only covers our findings in relation to those requirements.

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 population groups.

Our key findings were:

- The practice had a process in place which ensured prescribed medicines were in line with evidence-based guidance. The process included the safe handling of requests for repeat prescriptions and structured medicines reviews for patients on repeat medicines.
- There were arrangements which ensured blank prescriptions were kept securely and their use monitored in line with national guidance.
- There was a system for recording and acting on safety alerts.
- Sepsis training had been delivered to all staff working at the practice.

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

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist advisor.

Background to Dr R Mapara and Partners

Dr Mapara and Partners (also known as Fernville Surgery) provides a range of primary medical services to the residents of Hemel Hempstead.

The practice is registered with the CQC to carry out the following regulated activities; diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice holds a General Medical Services (GMS) contract with NHS England. It provides extended hours access, remote care monitoring, minor surgery, learning disability, substance misuse and alcohol services and people living with dementia health check schemes.

The practice has opted out of providing out-of-hours services. This service is provided by Herts Urgent Care and can be accessed via NHS 111.

The practice is run by five GP partners and a non-clinical managing partner. They employ four salaried GPs. There is also a nurse practitioner, a senior practice nurse, three practice nurses and a health care assistant. The practice also has a number of reception and administration staff.

The practice is a training practice and currently has one trainee GP.

The practice population is of mixed ethnic background although predominantly English speaking. National data indicates that the area is one of lower deprivation. The practice has a list size of approximately 17,000 patients which has been steadily increasing each year.

The practice recently became a member of a federation known as Dacorum Healthcare Providers Ltd and the Dacorum Extended Access service operating across four hubs was a new initiative at the practice.