

# Dr Venkatachalum Raj

## Inspection report

37 Orient Road  
Salford  
M6 8LE  
Tel: 01617893029  
[www.orientroadmedicalpractice.co.uk](http://www.orientroadmedicalpractice.co.uk)

Date of inspection visit: 16 November 2022  
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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 to people's needs?		Good	
Are services well-led?		Good	

# Overall summary

We carried out an announced focused inspection at Dr Venkatachalum Raj also known as Orient Road Medical Practice on 15 and 16 November 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - not inspected, rating of good carried forward from previous inspection

Responsive - not inspected, rating of good carried forward from previous inspection

Well-led - good

Following our previous inspection on 04 February 2016 the practice was rated good overall and for all key questions.

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

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities. This inspection was a focused inspection looking at the key questions Safe, Effective and Well-led.

## How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- 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.
- Requesting evidence from the provider.
- A short site visit.

## 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

# Overall summary

Following this inspection, we have rated the practice good for providing safe services.

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

Following this inspection, we have rated the practice good for providing effective services.

- Patients received effective care and treatment that met their needs.

We have carried forward the rating of good for providing caring services from the previous inspection.

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

We have carried forward the rating of good for providing responsive services from the previous inspection.

- Patients could access care and treatment in a timely way.

Following this inspection, we have rated the practice good for providing well-led services.

- The way the practice managed and promoted the delivery of good-quality, person-centre care.

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

- Continue to work on ways to improve cervical screening uptake.
- Record clear management advice following a high HbA1c result for patients with diabetic retinopathy.
- Review and improve the systems for managing risk.
- Accurately manage and document that persons employed in the provision of the regulated activity receive the appropriate training necessary to enable them to carry out their duties.

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

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

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## 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 using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Dr Venkatachalum Raj

Orient Road Medical Centre is located in Salford at:

Orient Road Surgery

37 Orient Road

Salford

M6 8LE

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

The practice is situated within the Greater Manchester Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 5572. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices in the Ordsall and Claremont primary care network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four 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 91.5% White, 4.5% Asian, 1.7% Black, 1.6% Mixed and 0.7% Other.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of four GPs who provide care at the practice. The practice has a team of two nurses and one trainee nurse who provide nurse led clinics for long-term condition of use of both the main and the branch locations. The practice has a health care assistant who provides specific clinical procedures, such as blood pressure and new patient checks. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager are based at the practice and provide managerial oversight.

The practice is open between 7:30 am to 6:30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.