

# Dr Kanjana Paramanathan

## Inspection report

The Surgery  
348 Bearwood Road, Smethwick  
Warley  
West Midlands  
B66 4ES  
Tel: <xxxxx xxxxxx xxxxxx>  
[www.bearwoodroadsurgery.co.uk](http://www.bearwoodroadsurgery.co.uk)

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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 caring?

Good



# Overall summary

**This practice is rated as Good overall.** (Previous inspection July 2017, rated Good overall with Requires improvement for providing caring services).

The key questions at this inspection are rated as:

Are services caring? – Good

We carried out an announced focused inspection at Dr Kanjana Paramanathan, on 19 September 2018. This inspection was in response to a previous focused inspection at the practice in July 2017, where we identified that the practice needed to improve the service using patient feedback, particularly in relation to consultations with clinical staff. You can read the report from our last focused inspection on 4 July 2017; by selecting the 'all reports' link for Dr Kanjana Paramanathan on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At this inspection we found:

- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients feedback relating to their experience of consultations with clinicians had improved.

The areas where the provider **should** make improvements are:

- Continue to review and improve patient satisfaction in relation to the service.

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

**Please refer to the detailed report and the evidence tables for further information.**

## Population group ratings

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector and a second CQC inspector.

## Background to Dr Kanjana Paramanathan

### Background to Location name

Dr Kanjana Paramanathan also known as Bearwood Road Surgery is located in Smethwick Birmingham, providing NHS services to the local community. Based on data available from Public Health England, the levels of deprivation in the area served by Dr Kanjana Paramanathan are below the national average, ranked at three out of 10, with 10 being the least deprived. The practice serves a higher than average patient population aged between 25 to 35 years.

There are approximately 2200 patients of various ages registered with the practice. The practice has a General Medical Services (GMS) contract. A GMS contract is a contract between NHS England and general practices for delivering general medical services.

The practice has one GP provider (female) and one regular locum GP (male). The GPs are supported by a practice nurse. The non-clinical team consist of administrative and reception staff and a practice manager who worked three days a week.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments take place from 9.30am to 12.30 pm and 4.30pm to 6.30pm daily. The practice offers extended hours on Mondays and Tuesdays from 6.30pm to 7pm. In addition, extended opening hours are also provided on Wednesdays from 6.30pm to 8pm, Saturdays from 9am to 11.30am and Sundays from 10am to 12pm as part of a federation of local GP practices.

The practice has opted out of providing out-of-hours services to their own patients and this service is provided by another provider (Primecare).

## Are services caring?

**At our previous inspection on 4 July 2017, we rated the practice as requires improvement for providing caring services. The results from the national GP patient survey published in July 2017, showed that overall patients rated the practice lower than others for aspects of care such the quality of consultations with a GP. We saw that the practice had developed plans to improve.**

**We rated the practice as good for caring.**

### **Kindness, respect and compassion**

Staff treated patients with kindness, respect and compassion.

- Feedback from patients was overall positive about the way staff treat people.
- Staff understood patients' personal, cultural, social and religious needs.
- The practice gave patients timely support and information.
- The practice's GP patient survey results were mostly in line with the local and national averages for questions relating to kindness, respect and compassion.
- Patient feedback showed that consultations with clinicians was mostly positive.

### **Involvement in decisions about care and treatment**

Staff helped patients to be involved in decisions about care and treatment

- Staff communicated with people in a way that they could understand, for example, communication aids and interpreting services.
- Staff helped patients and their carers find further information and access community and advocacy services.
- They helped them ask questions about their care and treatment.
- The practice proactively identified carers and supported them.
- The practice's GP patient survey results were mostly in line with the local and national averages for questions relating to involvement in decisions about care and treatment.
- Patient feedback showed that consultations with clinicians was mostly positive.

**Please refer to the evidence tables for further information.**