

Dr Satya Koya and Dr Lalitha Chalasani

Inspection report

47-57 Hough Green Road
Hough Green
Widnes
WA8 4NJ
Tel: 01515115805
www.houghgreenhealth.co.uk

Date of inspection visit: 28 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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services caring?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out a short notice announced inspection at Dr Satya Koya and Dr Lalitha Chalasani on 28 November 2022. We did not award a rating as we did not inspect the whole of the domain.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr Satya Koya and Dr Lalitha Chalasani on our website at www.cqc.org.uk

Why we carried out this inspection

This was a focused inspection following information of concern being received by the Care Quality Commission. We looked at specific information in the following key question:

- Effective

How we carried out the inspection

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 was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews
- Requesting evidence from the provider

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 found that:

- Staff had the skills, knowledge and experience to deliver effective care, support and treatment.
- They were supported to meet the requirements of professional revalidation.
- New staff training for a specific role were supported to develop the skills and knowledge required.
- The practice monitored the prescribing, referrals and consultations of staff employed in advanced clinical practice; however, the monitoring of prescribing, consultations and referrals was not recorded.

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

Overall summary

- Record the monitoring undertaken of the prescribing, referrals and consultations of staff employed in advanced clinical practice.

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 spoke with staff using video conferencing facilities.

Background to Dr Satya Koya and Dr Lalitha Chalasani

Dr Satya Koya and Dr Lalitha Chalasani (also known as Hough Green Health Park) is located in Widnes at:

47-57 Hough Green Road

Hough Green

Widnes

Cheshire

WA8 4NJ

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

The practice is situated within NHS Cheshire and Merseyside and delivers Primary Medical Services (PMS) to a patient population of about 5008. This is part of a contract held with NHS England. The practice is part of Widnes Highfield Health Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities 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 97.7 % white, 1.2 % mixed, 0.7% Asian, 0.2 % black, 0.2 % other.

There is a team of two GPs. The practice has a clinical pharmacist, a practice nurse, a nurse training to undertake the full practice nurse role and a health care assistant. An advanced nurse practitioner employed by the PCN works at the practice one morning per week and a mental health practitioner employed by PCN works at the practice one day per week. The clinical staff are supported by a practice manager and a team of reception/administration staff.

The practice is open 8 am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. The practices within the PCN provide extended access every evening (6.30pm – 9pm) and on a Saturday morning (9am – 4pm). Out of hours primary medical services are accessed by calling NHS 111.