

Dr Prathap Jana

Inspection report

151 Napier Road
Gillingham
ME7 4HH
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Date of inspection visit: 23 May 2023
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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 well-led?		Good	

Overall summary

We carried out an announced focussed inspection at Dr Prathap Jana on 23 May 2023. The overall rating for the practice is good.

The ratings for each key question are:

Safe – good.

Effective – good.

Caring – good.

Responsive – good.

Well-led – good.

Following our inspection on 12 July 2022, the practice was rated requires improvement overall and for providing safe, effective and well-led services. The practice was rated as good for providing caring and responsive services. Requirement notices were issued for breaches of regulation found at this inspection.

The full reports for the July 2022 inspection can be found by selecting the ‘all reports’ link for Dr Prathap Jana on our website at www.cqc.org.uk.

Why we carried out this inspection:

We carried out this inspection to follow up on breaches of regulation from our previous inspection.

How we carried out the inspection:

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

This included:

- Requesting evidence from the provider.
- A site visit.
- Completing clinical searches on the practice’s patient records system in line with all data protection and information governance requirements.
- Reviewing patient records to identify issues and clarify actions taken by 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.
- Information from the provider, patients, the public and other organisations.

Overall summary

The practice is now rated as good overall.

We rated the practice as good for providing safe services because;

- The provider had made improvements to the practice's systems, practices and processes to help keep people safe and safeguarded from abuse.
- The provider had taken action and made improvements to systems and processes to help maintain appropriate standards of cleanliness and hygiene.
- Improvements had been made to the way risks to patients, staff and visitors were assessed, monitored and managed.
- Staff had the information they needed to deliver safe care and treatment.
- The provider had made improvements to the arrangements for managing medicines that helped keep patients safe.
- Improvements had been made to the management of safety alerts.

We rated the practice as good for providing effective services because:

- The provider had made improvements so that patients' needs were assessed, and care as well as treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.
- Improvements had been made to the practice's performance relating to cancer indicators.

We rated the practice as good for providing well-led services because:

- Improvements had been made that supported good governance and management.
- The provider had made improvements to the management of risks, issues and performance.
- Patients had been recruited to an active Patient Participation Group.

Other findings:

- The provider continued to deliver care and treatment in a way that was accessible to patients.
- The practice's complaints policy was now up to date as well as in line with recognised guidance and contractual obligations for GPs in England.
- Written replies to complaints now contained details of the Ombudsman service.

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

- Continue improving uptake of cervical screening by eligible patients.
- Continue to make necessary changes to the provider registration with CQC.

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

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

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) Lead Inspector. The team included a GP Specialist Advisor.

Background to Dr Prathap Jana

The registered provider is Dr Prathap Jana.

Dr Prathap Jana is located at 151 Napier Road, Gillingham, Kent, ME7 4HH. The practice is situated within the NHS Kent and Medway Integrated Care Board (ICB) and has a general medical services contract with NHS England for delivering primary care services to the local community.

As part of our inspection we visited Dr Prathap Jana, 151 Napier Road, Gillingham, Kent, ME7 4HH, where the provider delivers registered activities.

Dr Prathap Jana has a registered patient population of approximately 2,600 patients. The practice is located in an area with a higher than average deprivation score.

There are arrangements with other providers to deliver services to patients outside of the practice's working hours.

The practice staff consists of 2 GP partners, 1 practice manager, 1 pharmacy technician, as well as reception staff. The practice also employs locum GPs via an agency when required and regularly employs a locum practice nurse directly.

Dr Prathap Jana is registered with the Care Quality Commission (CQC) to deliver the following regulated activities: diagnostic and screening procedures; family planning; maternity and midwifery services; treatment of disease, disorder or injury. At the time of this inspection the provider was in the process of changing their registration from a single-handed GP practice to a partnership.