

# Dr M L Swami & Partners

## Inspection report

79 Russell Street  
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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 

# Overall summary

## **This practice is rated as Good overall.**

At our previous inspection in November 2017 the practice had an overall rating as Good, but we rated the practice requires improvement for providing safe services. We issued a requirement notice and the provider informed us of actions they would take in order to make improvements.

We undertook a focussed inspection on 4 September 2018 to deduce whether the improvements required had been made. Following this inspection:

- Are services safe? – Good

We carried out the announced focussed inspection on 4 September 2018 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This

inspection was planned to check whether Dr M L Swami and Partners was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

At this inspection we found:

- The practice had defined and embedded systems, processes and practices to minimise risks to patient safety.
- Prescribing of high risk medicines ensured patients received monitoring required to take these medicines safely.
- Test results were monitored and acted on to ensure patient care was followed up where actions were required.

**Professor Steve Field** CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

## Our inspection team

The inspection team consisted of a CQC inspector.

## Background to Dr M L Swami & Partners

Dr M L Swami & Partners, provides services to 7,990 patients from three sites:

- Russell Street Surgery, Russell Street, Reading, RG1 7XG.
- Coley Park Surgery, Wensley Road, Reading, RG1 6DN.
- Burghfield Health Centre, Reading Road, Burghfield Common, Reading, RG7 3YJ.

This inspection was carried out at the Russell Street Surgery which is based in a converted residential dwelling. We also visited Coley Park Surgery as part of the inspection.

The practice population is younger than the national average, made up of a higher proportion of young children and also adults under 44 years whilst the proportion of over 60 year olds is much lower. The 2011 census shows that 30.5% of the resident population of South Reading, where the practice is located, is from a Black and Minority Ethnic (BME) group. An additional

10.6% are from a White non-British background with 29.5% of the resident population born outside of the UK and 6.7% resident in the UK for less than two years. Over the last two years the practice population has increased by 1,500 patients.

The practice has four full-time GP partners, including two females and two males. The practice has two practice female nurses. The GPs and the nursing staff are supported by a team of administration staff who carry out, reception, and other support roles. There is a practice manager in post. The practice opens between 8.00am and 6.30pm on Monday, Tuesday, Wednesday and Friday and between 8.00am and 2.00pm Thursday. Early and later appointments are available in addition to Saturday appointments.

The practice has opted out of providing out-of-hours (OOHs) services to their own patients and refers them to the GP OOHs provider, Westcall, via the NHS 111 service.

## Are services safe?

During our inspection in November 2017 we identified that the practice was not always monitoring patients on high risk medicines safely and that actions regarding test results may not have been acted on due to the system in place not being fully adequate.

We also recommended the practice should consider the risks posed regarding physical access to the building.

At this inspection we found;

### **Risks to patients**

- The practice assessed risks to patients including those related to prescribing and the monitoring of test results.
- An assessment of accessibility for patients with limited mobility or hearing or visual impairments had been undertaken and actions completed as a result.

### **Information to deliver safe care and treatment**

The practice had implemented a new system to monitor, act on and file outstanding pathology results. We saw this functioned as intended and provided patients with any follow up care they needed.

### **Appropriate and safe use of medicines**

The practice had implemented a system to monitor all patients on high risk medicines. This ensured medicines could not continuously be prescribed without the necessary checks, such as blood tests, being undertaken. This ensured that patients on such medicines received the reviews they required.