

Dr Surinder Sennik

Inspection report

Briset Corner,
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Eltham
London
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<https://www.brisetcornersurgery.nhs.uk/>

Date of inspection visit: 24 Jan 2020

Date of publication: 24/03/2020

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

Inadequate



Are services safe?

Inadequate



Are services effective?

Inadequate



Are services caring?

Requires improvement



Are services responsive?

Good



Are services well-led?

Inadequate



Overall summary

Dr Surinder Sennik also known as Briset Corner Surgery is a provider registered with CQC. We carried out this announced comprehensive inspection on 22 January 2020 to follow up concerns raised at our inspection on 22 May 2019. Breaches of legal requirements were found, a requirement notice, and warning notice were issued in relation to patient safety, staffing and governance. 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 inadequate overall and for the safe, effective and well-led key questions. The caring key question was rated requires improvement and the responsive key questions were rated as good.

The reports of all the previous inspections can be found by selecting the 'all reports' link for Dr Surinder Sennik on our website at www.cqc.org.uk.

We rated the practice as **inadequate** for providing safe services because:

- The provider had not ensured that staff had received safeguarding training appropriate for their role.
- The practice did not have an effective system in place to manage safety alerts.
- The systems in place to monitor patients prescribed medicines for long term conditions, including high risk medicines, were not effective.

We rated the practice **inadequate** for providing effective services:

- There was no evidence of the practice carrying out quality improvement activity.
- The provider had not taken steps to ensure staff had the skills, knowledge and experience to carry out their roles.
- There was limited monitoring of the outcomes of care and treatment.
- The practice's 2018/19 quality outcomes framework performance was below local and national averages in several indicators.

We rated the practice **inadequate** for providing well-led services because:

- Patients' treatment was put at risk due to lack of adherence to best practice guidance, and lack of consideration for the potential treatment needs of patients.
- The practice had not established effective systems to monitor the quality of services provided and to mitigate risks to patients.
- We saw no evidence of the practice carrying out quality improvement to improve patient outcomes or learning and reflective practice.

We rated the practice **requires improvement** for providing caring services because:

- Data from the GP Patient survey was below local and national averages.
- The practice had taken minimal action on the results of their internal patient survey.
- The practice had identified less than 1% of patients as being a carer.

We rated the practice **good** for providing responsive services because:

- Data from the national GP patient survey showed patients rated the practice in-line with other practices for all aspects of making an appointment at the practice.
- In the main, the service organised and delivered services to meet patients' needs. It took account of patient needs and preferences. However, there was an area which requires improvement.

We considered enforcement action but as the provider had resigned with effect of 31 March 2020, we decided not to take further action.

Had the practice remained open we would have said they **must**:

- Ensure that care and treatment is provided in a safe way.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

- Undertake an assessment of how significant events incidents can be identified, recorded and analysed for improvements.

Overall summary

- Undertake a review of patients views of the accessibility of the practice nurse.
- Revise the approach to managing patient referrals to ensure they are completed in a timely manner.

I am placing this service in special measures. Services placed in special measures will be inspected again within six months. If insufficient improvements have been made such that there remains a rating of inadequate for any population group, key question or overall, we will take action in line with our enforcement procedures to begin the process of preventing the provider from operating the service. This will lead to cancelling their registration or to varying the terms of their registration within six months if they do not improve.

The service will be kept under review and if needed could be escalated to urgent enforcement action. Where necessary, another inspection will be conducted within a further six months, and if there is not enough improvement, we will move to close the service by adopting our proposal to remove this location or cancel the provider's registration. Special measures will give people who use the service the reassurance that the care they get should improve.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP Chief

Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Inadequate 
People with long-term conditions	Inadequate 
Families, children and young people	Inadequate 
Working age people (including those recently retired and students)	Inadequate 
People whose circumstances may make them vulnerable	Inadequate 
People experiencing poor mental health (including people with dementia)	Inadequate 

Our inspection team

Our inspection team included a lead CQC inspector, accompanied by a GP specialist advisor.

Background to Dr Surinder Sennik

Dr Surinder Sennik, also known as Briset Corner Surgery is located at 591 Westhorne Avenue, London, SE9 6JX. The provider registered with the Care Quality Commission (CQC) in 2013 to provide the regulated activities of: diagnostic and screening procedures, treatment disease, disorder or injury, maternity and midwifery services, and surgical procedures.

The practice list size is 2345 patients. The staff team comprises one male lead GP partner (the provider), one part-time regular locum GP (male), a full-time acting practice manager, a full-time senior receptionist, three part-time receptionists, and a part-time practice nurse.

The practice is open from 8am to 7pm between Monday and Wednesday, and on Friday and from 8am to 8pm on Thursday. The practice has opted out of providing out-of-hours services; these services are provided by the locally agreed out-of-hours provider for the CCG.

The practice is a member of Greenwich Clinical Commissioning Group (CCG) and is one of 37-member practices. The National General Practice Profile states that of patients registered at the practice 8% are from an Asian background, 75% are white, 11% are black and a further 6% originate from mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.