

Dr Sarit Patel

Inspection report

St Katharine Docks Practice
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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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection of Dr Sarit Patel (also known as St Katharine Docks Practice) on 19 February 2019 as part of our inspection programme.

At the previous inspection of Dr Sarit Patel on 11 February 2016 we rated the practice as good overall.

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 good overall and good for all population groups.

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

- There were gaps in staff training in relation to safeguarding, fire safety and infection control.
- No infection prevention and control audits had been completed and there were infection control risks that the practice had not identified.
- There was no risk assessment for the storage of hazardous substances.
- Staff vaccination was not maintained in line with current Public Health England (PHE) guidance.
- Blank prescriptions were not kept securely and their use was not being monitored by the practice.

We rated the practice as **good** for providing effective, caring, responsive and well-led services because:

- Care and treatment was delivered according to relevant and current evidence based guidance and standards.
- The practice reviewed and monitored the effectiveness and appropriateness of the care and treatment it provided.

- There were systems for reviewing and taking action in relation to safety alerts and significant events. The practice was aware of the duty of candour.
- Patient feedback about the practice was very positive and the practice reviewed and acted upon feedback. The practice had an active patient participation group.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- Staff were supported to develop new skills and knowledge.
- There was a clear leadership structure and staff told us they felt able to raise concerns and were confident these would be addressed.
- There was a strong focus on continuous learning and improvement.
- The way the practice was led and managed promoted the delivery of high-quality and person-centre care.

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

- Ensure care and treatment is provided in a safe way to patients.

(Please see the specific details on action required at the end of this report).

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

- Review the system for logging patient complaints to ensure any learning is recorded, identified and shared with all relevant staff.
- Update the fire procedure to identify the fire marshals for the practice.

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

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a practice nurse specialist adviser.

Background to Dr Sarit Patel

Dr Sarit Patel, also known as St Katharine Docks Practice, is in East London and situated within NHS Tower Hamlets Clinical Commissioning Group (CCG). The practice provides services to approximately 2,145 patients under a General Medical Services (GMS) contract (this is a contract between general practices and NHS England for delivering primary care services to local communities). The practice has a website: www.stkatharinedocks.nhs.uk.

Tower Hamlets CCG consists of 36 GP practices split into eight networks. Dr Sarit Patel is part of the 'Highway Network', comprising of four practices in the locality.

The practice is registered with the CQC to carry on the following regulated activities: Diagnostic and screening procedures; Maternity and midwifery services; and Treatment of disease, disorder or injury.

The clinical team at the practice consists of one male GP providing nine clinical sessions per week, one female practice nurse providing seven clinical sessions per week, and one male assistant practitioner providing three clinical sessions per week. Additional clinical staff also attend the practice through the local 'Highway Network' – one clinical pharmacist attends two days per week for

eight hours, and one healthcare assistant attends one day per week for 3.5 hours. There is a full-time practice manager and a team of reception and administrative staff.

The practice's opening hours are:

- Monday from 7.30am to 12pm and from 3pm to 6.30pm;
- Tuesday from 7.30am to 1.30pm and from 3.30pm to 6.30pm;
- Wednesday from 7.30am to 6.30pm;
- Thursday from 7.30am to 12pm and from 1pm to 6.30pm;
- Friday from 7.30am to 12.30pm and from 3.30pm to 6.30pm.

Appointments are available during these times.

Appointments include home visits, telephone consultations and online consultations. Urgent

appointments are available for patients who need them. Patients telephoning when the practice is closed are directed to the local out-of-hours service provider.

Information published by Public Health England rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the

highest levels of deprivation and level ten the lowest. In England, people living in the least deprived areas of the country live around 20 years longer in good health than people in the most deprived areas.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</p> <ul style="list-style-type: none">• Gaps in staff training, including for safeguarding, fire safety and infection control.• No infection control audits completed, no COSHH assessment, and infection control risks.• Staff vaccinations.• Blank prescription security and monitoring.