

# Dr Vipin Palta also known as Auriol Medical Centre

## Quality Report

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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 service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dr Vipin Palta (also known as Auriol Medical Centre) on 28 April 2016. During this inspection we found a breach of legal requirements and the provider was rated as requires improvement under the safe domain. The practice sent to us an action plan detailing what they would do to meet the legal requirements in relation to the following:-

- Ensure all staff undertake mandatory training including Safeguarding Vulnerable Adults and Safeguarding Children, fire awareness, infection control and information governance.
- Ensure electrical items are PAT tested and medical equipment is calibrated.
- Complete regular fire drills.

We undertook this announced focused inspection on 20 December 2016 to check the provider had followed their action plan and to confirm that they now met legal requirements. The provider was now meeting all requirements and is rated as good under the safe domain.

Our key findings across all the areas we inspected were as follows

- Staff had undertaken on-line training for topics the practice had considered as mandatory. This included Safeguarding Vulnerable Adults and Safeguarding Children, fire awareness, infection control and information governance.
- All electrical items had been PAT tested (portable appliance testing) by an independent company and all medical equipment had been calibrated to ensure they worked correctly.
- Staff had undertaken fire drills.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection published on the 22 June 2016, by selecting the 'all reports' link for Dr Vipin Palta on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

At our previous inspection in April 2016 the practice had been rated as requires improvement for providing safe services. We found the provider had failed to ensure that staff had received mandatory training as required by the practice, electrical equipment had not been PAT tested and medical equipment had not been calibrated to ensure it was working correctly. We also found that staff had not practiced a fire drill.

At this inspection in December 2016, we found staff had undertaken on line training for topics the practice had considered as mandatory. This included Safeguarding Vulnerable Adults and Safeguarding Children, fire awareness, infection control and information governance. All electrical items had been PAT tested by an independent company and all medical equipment had been calibrated. Staff had also practiced a fire drill.

**Good**



# Dr Vipan Palta also known as Auriol Medical Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Dr Vipan Palta also known as Auriol Medical Centre

Dr Vipan Palta also known as Auriol Medical Centre offers personal medical services to the population of Worcester Park in Surrey. There are approximately 3,100 registered patients.

Auriol Medical Centre is run by a sole GP (male). The practice is also supported by two long-standing locums (one female, one male), a part-time practice nurse, a small team of administrative staff and a part-time practice manager.

The practice provides a number of services for its patients including asthma reviews, child immunisation, diabetes reviews and holiday vaccines and advice.

Services are provided from one location:

Auriol Medical Centre, 46 Salisbury Road, Worcester Park, Surrey, KT4 7DG

Opening Hours are:-

Monday 9am to 12pm and 2pm to 6.30pm

Tuesday 9am to 2pm and 2pm to 6.30pm

Wednesday 9am to 2pm

Thursday 9am to 2pm and 2pm to 6.30pm

Friday 9am to 2pm and 2pm to 6.30pm

The practice is able to offer evening appointments (until 9.30pm) and weekend appointments to all their patients. This service is run by a hub of doctors' practices that jointly run an evening and weekend service at four locations in Leatherhead, Nork, Epsom and Tadworth.

Between the hours of 8am to 9am and on Wednesdays 2pm to 6.30pm there is an emergency phone number to speak with the GP. During the other times when the practice is closed, the practice has arrangements for patients to access care from an Out of Hours provider.

The practice population has a higher number of patients aged 55 years of age and over than the national and local clinical commissioning group (CCG) average. The practice population also shows a lower number of patients aged between birth and 34 years of age than the national and local CCG average. The percentage of registered patients suffering deprivation (affecting both adults and children) is lower than the average for England. Less than 10% of patients do not have English as their first language.

## Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 in April 2016 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated

## Detailed findings

with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the

service under the Care Act 2014. Breaches of legal requirements were found. As a result, we undertook a focused inspection on 20 December 2016 to follow up on whether action had been taken to deal with the breach.

# Are services safe?

## Our findings

### Overview of safety systems and processes

At the comprehensive inspection in April 2016 we had found that the practice had clearly defined and embedded systems, processes and practices in place to keep patients safe and safeguarded from abuse, with the exception of:-

- Administrative staff not having received training relevant to their role for safeguarding vulnerable adults and children.
- Staff not having received up to date training in infection control.

At this focused inspection in December 2016 we found the provider had addressed our concerns. The practice manager had reviewed all training for staff and had ensured that staff had completed mandatory training as required by the practice. This included Safeguarding Vulnerable Adults and Safeguarding Children, infection control and information governance. We were able to see evidence of training certificates and the minutes from meetings where training was discussed.

### Monitoring risks to patients

At the comprehensive inspection in April 2016 we had found that risks to patients were assessed and well managed with the exception of:-

- Staff not having practiced fire drills or having fire awareness training.
- Electrical equipment not being checked to ensure the equipment was safe to use or working properly.
- Medical equipment not being calibrated to ensure it was working it correctly.

At this inspection in December 2016 we found the provider had ensured staff had received fire awareness training and had practiced fire drills. We saw that no concerns had been raised after the fire drill and no changes had been needed to be put in place for a safe evacuation.

We saw evidence that an independent company had tested all electrical equipment within the practice to ensure there were no faults and equipment was working correctly. We also saw evidence that all medical equipment had been calibrated to ensure they were working correctly. For example, medical weighing scales and blood pressure monitoring machines.