

Dr R Chibber's Practice

Inspection report

7 Salisbury Avenue
Barking
Essex
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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 effective?

Good 

Overall summary

We carried out a focussed inspection at Dr R Chibber's Practice on 29 May 2019. We decided to undertake this inspection of this service following our annual review of the information available to us. Specifically, data we received showed the practice's achievement for cervical screening was significantly below average. This inspection looked at the following key question: Are services effective?

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.

At this focused inspection on 29 May 2019 we looked further at the data and reviewed the records the provider held in relation to cervical screening rates. We also interviewed staff about the systems and processes they had in place for cervical screening.

We have rated this practice as good overall and good for all population groups.

We found that:

- Patients received effective care and treatment that met their needs in relation to cervical screening.

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

- Review the systems and processes for recording and submitting data to the NHS about the practice's cervical screening performance to enable completeness and accuracy.

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	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

This inspection was carried out by a CQC inspector.

Background to Dr R Chibber's Practice

Dr R Chibber's Practice, also known as Dr Gupta and Partner, is located in Barking in the London Borough of Barking & Dagenham. It is one of the 40 member GP practices in NHS Barking and Dagenham CCG.

The practice serves a predominantly Asian / Asian British population (57%). A further 24% of the local population identifies itself as White and 13% as Black / African / Caribbean / Black British. The practice is located in the fourth most deprived decile of areas in England. At 79 years, male life expectancy is the same as the England average. At 84 years, female life expectancy exceeds the England average of 83 years.

The practice has approximately 4,250 registered patients. Services are provided by the Dr R Chibber's Practice partnership under a General Medical Services (GMS) contract with NHS England. The partnership is made up of two GPs.

The practice is located in a converted house. The ground floor is accessible to wheelchair users with assistance from staff. On the ground floor, there is the waiting area, a GP consulting room and the practice nurse's treatment room. A second GP consulting room is up a flight of stairs. The practice is close to public transport and the provider has worked with the local authority to ensure there is some free and disabled on street parking nearby in an area where parking is otherwise restricted.

There are four long term locum GPs working at the practice in addition to the two GP partners. In all there are three male and three female GPs making up the equivalent of three whole time GPs. Appointments are available with a female GP at every surgery. There are two female part time

practice nurses which together make up one whole time equivalent. There is a practice nurse available every week day morning and two evenings a week. There are 10 part time administrative staff and a part time practice manager, although much of the management of the practice is undertaken by one of the GP partners.

The practice is open from 9.00am to 7.00pm every week day except Thursday when it closes at 2.00pm. Appointments are available from 9.10am to 2.00pm and from 4.00pm to 6.50pm every week day except Thursday when the practice closes at 2.00pm. Bookable appointments on Thursday afternoons, later into the evening, and at the weekend are available through the Barking and Dagenham Access Hub provided by Together First, the local GP federation.

Dr R Chibber's Practice is registered with the Care Quality Commission to carry on the following regulated activities at 7 Salisbury Avenue, Barking, Essex IG11 9XQ: Treatment of disease, disorder or injury; Diagnostic and screening

procedures; Family planning and Surgical procedures. However Surgical procedures were not being provided and the provider was advised to remove this regulated activity from its registration.

Are services effective?