

Dr S Bhadra & Dr A Padiyar Partners





Inspection report

Erith Health Centre
50 Pier Road
Erith
DA8 1RQ
Tel: 01322330283
www.theriversidesurgery.co.uk

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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	
Are services effective?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Dr S Bhadra & Dr A Padiyar Partners (also known as Riverside Surgery) between 18 and 21 July 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 18 November 2020, the practice was rated Requires Improvement overall and Good for effective, caring, responsive and requires improvement for providing safe and well-led services.

At this inspection we looked at Safe, Effective and Well-led and we carried through the ratings for Caring and Responsive from the last inspection.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr S Bhadra & Dr A Padiyar Partners on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection undertaking a site visit to follow up on breaches identified at their last inspection:

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

Overall summary

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

We found that:

- The practice had developed and improved the arrangements in relation to medicines management, which were concerns at the last inspection.
- The service had a range of policies and procedures to govern activity.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to take action to improve the uptake of childhood immunisation and cervical screening.
- Continue to work on digitalising all staff documents so they are centralised.
- Ensure dates are recorded on all prescription logs.
- Work with the Patient Participation Group to improve engagement.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit with a second CQC inspector. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Dr S Bhadra & Dr A Padiyar Partners

Dr S Bhadra and Dr A Padiyar Partners (also known as Riverside Surgery) is a GP practice located in the London Borough of Bexley. The practice has a main site at Erith Health Centre, 50 Pier Road, Erith DA8 1RQ, and a branch site at Mill Road Surgery 25 Mill Road, Erith, Kent DA8 1HW which has been in operation since August 2018, and another branch site at 62 Battle Road, Erith, Kent DA8 1BJ which the practice took over in July 2021, taking on an additional 3000 patients. We visited all sites during this inspection.

The practice is situated within the SE London Clinical Commissioning Group (CCG) to a patient population of about 12,300.

Riverside Surgery has a personal medical services (PMS) contract for the provision of its general practice services. Services provided in the practice include general medical services, mother and baby clinic, contraceptive services, minor surgery, and travel health.

Riverside Surgery is registered with the Care Quality Commission (CQC) to carry on the regulated activities of Diagnostic and screening procedures; Treatment of disease, disorder or injury; Maternity and midwifery services; Family planning; and Surgical procedures to everyone in the population. These regulated activities are provided from the main and branch practice sites.

The practice clinical staff team consisted of two GP partners (one is male, one female), one salaried GP, three long term sessional GPs (two female, one male) two nurse practitioners, four practice nurses and one training nurse associate and three healthcare assistant (all female) Two female practice pharmacist. They were supported by a practice management team that comprised of a business manager, three branch managers, two business support officers, one scanning clerk, one anticoagulation service manager, and a team of ten patient advisors (receptionists) staff, two care coordinators.

Information published by UK Health Security Agency shows that deprivation within the practice population group is in the fourth decile (4 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 73% White, 18% Black, 5% Asian, 3% Mixed, and 1% Other.

The main practice site at Erith Health Centre is open between 8am and 8pm on Monday, Wednesday, Friday and between 8am and 6.30pm on Tuesday and Thursday. The branch site, Mill road surgery, is open between 8am and 6pm on Monday to Friday. At the Erith Health Centre site, appointments are from 8:30am to 11:30am, then from 2pm to 6pm then 6.30pm to 8pm on Mondays, Wednesdays and Friday. At the branch sites, appointment times are from 8:30am to 12:30pm then 4pm to 6.30pm. The practice offers telephone triage during the morning and face to face appointments in the afternoon.

Extended access is provided locally by the GP Hub, where late evening and weekend appointments are available. Out of hours services are provided by 111.