

# Dr Abhijit Neil Banik

## Inspection report

Park Farm Surgery  
1 Alder Road  
Folkestone  
Kent  
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[www.parkfarmsurgery.nhs.uk](http://www.parkfarmsurgery.nhs.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 caring?

Good 

Are services responsive?

Requires improvement 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Dr Abhijit Neil Banik on 28 February 2018. The overall rating for the practice was inadequate and they were rated as inadequate in safe and well-led, requires improvement in effective and responsive and good in caring. Two warning notices were issued as a result of this inspection for breaches of Regulation 12 safe care and treatment and Regulation 17 good governance. The full comprehensive report on the February 2018 inspection can be found by selecting the 'all reports' link for Dr Abhijit Neil Banik on our website at .

We carried out a focused inspection on 6 July 2018. This was to confirm that the practice had carried out their plan to meet the legal requirements as identified in the warning notices that were served at our previous inspection on 28 February 2018. Although improvements had been made at the practice, two further warning notices were issued regarding Regulations 12 and 17. A follow up inspection was planned within six months of the initial inspection, however, the practice was involved in a merger process and the inspection was postponed. The merger process did not go ahead and the follow up inspection was scheduled.

At the 6 July 2018 inspection we found that:

- A locum induction pack did not include the updated safeguarding information.
- Locum recruitment files did not contain all required information.
- A health and safety risk assessment had been carried out but was not comprehensive.
- An infection control audit was carried out but some actions had not been completed.
- The vaccine fridge had not been checked on three occasions.
- The safeguarding log was not detailed and did not clearly identify trends.
- The practice could not demonstrate analysis of complaints in the past 12 months. However, no complaints had been received.

We carried out an announced inspection at Dr Abhijit Neil Banik on 13 March 2019. This was to confirm the practice had carried out their plan to make the improvements required as identified at our previous inspection on 6 July 2018 and to follow up on the warning notices. We found that the practice had made significant improvements and met the legal requirements of the warning notices.

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 in four of the key questions with the exception of responsive, where they require improvement. They have been rated as good for all population groups in effective and requires improvement for all population groups in responsive, however, they are rated as requires improvement for population groups overall.**

We rated the practice **good** for providing safe, effective, caring and well-led care because:

- 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.
- There was a strong person-centred culture.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

# Overall summary

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We rated the practice **requires improvement** for responsive because:

- GP patient survey data demonstrated that patients were not always able to access care and treatment in a timely way.

The areas where the provider should make improvements are:

- Continue to work towards the practice priorities by recruiting staff as appropriate to meet the needs of the patient population.
- Continue to develop and embed the actions taken to improve GP patient survey results.
- Continue to identify and support patients who are carers.

This service was placed in special measures in February 2018. The practice has made significant improvements and is now rated good overall and for safe, effective, caring and well-led and requires improvement for responsive. The practice has been taken out of special measures. The service will be kept under review and will be inspected within 12 months to ensure improvements are sustained.

**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

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

## Our inspection team

Our inspection team was led by a CQC Lead Inspector. The team included a GP Specialist Adviser, a Practice Manager Specialist Adviser and an Inspection Manager.

## Background to Dr Abhijit Neil Banik

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Dr Abhijit Neil Banik is the registered provider at the practice, which is also known as Park Farm Surgery. It is situated within the South Kent Coast Clinical Commissioning Group (CCG) and provides services to 3000 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice is situated in an area of higher than average deprivation, scoring 3 on the indices of multiple deprivation (IMD) scale, where 1 is the highest level of deprivation and 10 is the lowest.

Dr Abhijit Neil Banik is an individual provider and is the only GP at the practice. However, there is a regular locum advanced nurse practitioner who can prescribe medicine and a regular locum practice nurse. The practice is in the process of recruiting permanent staff to these roles. The clinical staff are supported by a practice manager and an administrative/receptionist team.

The practice collaborates with eight GP practices and the CCG in the area to provide urgent home visits with a paramedic practitioner. Extended and in hours services are available to patients from 8am to 8pm at the Queen Victoria Hospital hub, Folkestone.

Services are provided from: Park Farm Surgery, 1 Alder Road, Folkestone, Kent, CT19 5BZ.