

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?

Good 

Overall summary

We previously carried out an announced comprehensive inspection of Dr Sarit Patel (also known as St Katharine Docks Practice) on 19 February 2019. At the inspection, we rated the practice as good overall, but 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.

The full report of the February 2019 comprehensive inspection can be found by selecting the 'all reports' link for Dr Sarit Patel on our website at www.cqc.org.uk.

We carried out an announced focused inspection of Dr Sarit Patel on 16 July 2019 to check whether the practice was providing safe care.

We based our judgement of the quality of care at this service is 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 16 July 2019, we found the practice had made improvements.

We have rated this practice as **good** overall.

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

- Staff training in adult and child safeguarding, fire safety and infection control was up to date.
- An infection control audit had been completed and there was an action plan in place to address any issues identified.
- The practice had risk assessments in place for the storage of hazardous substances.
- There was a record of vaccinations and immunisation status for non-clinical staff.
- Blank prescriptions were kept securely and the practice had created a log in which to record prescription serial numbers to monitor their use.

We also found the practice had acted upon suggested areas of improvement from the previous inspection:

- The practice had created a log in which to record complaints received, who dealt with the complaint and when the complaint response was sent. Every complaint had its own folder on the computer system in which incoming and outgoing correspondence was kept. We saw evidence that complaints were discussed during staff meetings.
- The fire procedure had been updated and identified who the practice's fire marshal and deputy fire marshal were.

Although we did not find any breaches of regulations, we identified one area of improvement and the practice **should:**

- Ensure that any issues identified from the monthly infection control checks are updated to reflect the progress and actions taken to resolve them.

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

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 was supported by 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 working nine hours 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.