

# Dr Sanjeev Juneja

## Quality Report

Marlowe Park Medical Centre Wells Road  
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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 Sanjeev Juneja on 19 and 20 May 2015. Breaches of the legal requirements were found. Following the comprehensive inspection, the practice wrote to us to tell us what they would do to meet the legal requirements in relation to the breaches.

We undertook this focussed inspection on 15 March 2016, to check that the practice had followed their plan and to

confirm that they now met the legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Dr Sanjeev Juneja 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 comprehensive inspection on 19 and 20 May 2015 the practice had been rated as requires improvement for providing safe services.

- The practice had been unable to demonstrate it was fully compliant with national guidance on infection prevention and control.
- The practice did not have a system to monitor blank prescription forms.
- The practice had been unable to demonstrate that all staff were adequately trained for all the roles they carried out.
- The practice had been unable to demonstrate they were able to respond to a medical emergency in line with national guidance.

At our focussed follow-up inspection on 15 March 2016, the practice provided records and information to demonstrate that the requirements had been met.

- The practice demonstrated it was managing infection prevention and control in line with national guidance.
- There was now a system to monitor blank prescription forms.
- All staff had now received up to date safeguarding training and fire safety training.
- The practice was now able to demonstrate they were able to respond to a medical emergency in line with national guidance.

Good



# Dr Sanjeev Juneja

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Dr Sanjeev Juneja

Marlowe Park Medical Centre is situated in Strood, Kent and has a registered patient population of approximately 4,100.

The practice staff consist of one GP (male), one practice manager, one practice nurse (female), one healthcare assistant (female) as well as administration and reception staff. The practice also employs locum GPs through locum agencies. There is a reception and a waiting area on the ground floor. All patient areas of the practice are accessible to patients with mobility issues as well as parents with children and babies.

The practice is not a training or teaching practice (teaching practices take medical students and training practices have GP trainees and F2 doctors).

The practice has a general medical services (GMS) contract with NHS England for delivering primary care services to local communities.

Primary medical services are provided Monday, Tuesday, Wednesday and Friday between the hours of 8am to 12pm and 3pm to 6pm, and Thursdays 8am to 12pm. Extended hours surgeries are offered Tuesday and Wednesday 7am to 8am. Primary medical services are available to patients

registered at Marlowe Park Medical Centre via an appointments system. There are a range of clinics for all age groups as well as the availability of specialist nursing treatment and support. There are arrangements with other providers (MedOCC) to deliver services to patients outside of Marlowe Park Medical Centre's working hours.

Services are provided from Marlowe Park Medical Centre, Wells Road, Strood, Rochester, Kent, ME2 2PW, only.

## Why we carried out this inspection

We undertook an announced focused inspection of Dr Sanjeev Juneja on 15 March 2016. This inspection was carried out to check that improvements had been made to meet the legal requirements planned by the practice, following our comprehensive inspection on 19 and 20 May 2015.

We inspected this practice against one of the five questions we ask about services; is the service safe. This is because the service was not meeting some of the legal requirements in relation to this question.

## How we carried out this inspection

Before visiting, we reviewed information sent to us by the practice that told us how the breaches identified during the comprehensive inspection had been addressed. During our visit we spoke with the GP and the practice manager, and reviewed information, documents and records kept at the practice.

# Are services safe?

## Our findings

### Reliable safety systems and processes including safeguarding

Records showed that all staff had received and were up to date with safeguarding training.

### Medicines management

Staff told us the practice had introduced a system to monitor blank prescriptions and records confirmed this. Blank prescription forms were stored securely and the practice now kept records of their serial numbers.

Staff told us the practice had started keeping inventories of medicines and vaccines held, and records confirmed this. The practice was now also carrying out regular stock checks of medicines and vaccines held.

Staff who carried out influenza clinics at the practice had received relevant training and now administered influenza vaccinations under patient group directions.

### Cleanliness and infection control

- All cloth covered chairs in all clinical rooms had been replaced. The new chairs were covered in easy to clean material.
- The practice had developed an infection control action plan that included replacing clinical wash-hand basins, that were not compliant with Department of Health guidance, at the next scheduled practice refurbishment.

- Records showed that the practice had now identified the hepatitis B status of all clinical staff.
- The practice now had a system for the routine management, testing and investigation of legionella (a germ found in the environment which can contaminate water systems in buildings).

### Monitoring safety and responding to risk

The practice no longer employed locum GPs directly. Therefore, the practice did not need to provide training records of locum GPs employed directly for this inspection.

### Arrangements to deal with emergencies and major incidents

The practice now had appropriate arrangements to respond to emergencies.

- Emergency equipment was available in the practice. The practice had access to medical oxygen and an automated external defibrillator (AED) (used to attempt to restart a person's heart in an emergency).
- Emergency medicines were easily accessible to staff in a secure area of the practice and all staff knew of their location.
- Staff told us emergency equipment and emergency medicines were checked regularly and records confirmed this. Emergency equipment and emergency medicines that we checked were within their expiry date.