

Dr Chandrakant Patel

Quality Report

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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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Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of Dr Chandrakant Patel on 16 January 2017. The overall rating for the practice was good. However, the rating for the practice providing safe services was requires improvement; this is because we found an area where the practice must improve and three areas where the provider should improve. After the comprehensive inspection, the practice sent us evidence and actions detailing what they would do to meet the legal requirements. The full comprehensive report for our 16 January 2017 inspection can be found by selecting the 'all reports' link for Dr Chandrakant Patel on our website at www.cqc.org.uk.

This inspection was an announced focused inspection which we carried out on 22 February 2018 to confirm the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations and the areas it should improve identified in our previous inspection. This report covers our findings in relation to those requirements and the improvements made since our last inspection.

The practice is now rated as good for providing safe services and remains rated as good overall.

Our key findings were as follows:

- The practice had completed all outstanding actions from an external infection control audit carried out in 2014, and there were appropriate arrangements to assess, monitor and mitigate risks to patients' safety concerning infection control.
- The practice had taken steps to avoid the medicines refrigerator being turned off accidentally.
- There was evidence that the practice had discussed and learned from significant events.
- Patients with caring responsibilities were identified and recorded on the clinical system, and information, advice and support was made available to them.
- The practice was aware of the most recent national GP patient survey results and we saw evidence that they had undertaken their own patient survey which demonstrated improvement.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Dr Chandrakant Patel

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a lead CQC inspector, who was accompanied by a second CQC inspector and a GP specialist adviser.

Background to Dr Chandrakant Patel

Dr Chandrakant Patel's surgery is a family owned and run practice providing primary medical services to approximately 2095 patients through a General Medical Services contract (GMS). (GMS is one of the three contracting routes that have been available to enable commissioning of primary medical services). The practice is part of the Newham Clinical Commissioning Group (CCG). Services are provided from a converted two storey detached house in Forest Gate in Newham on a one way road in a residential area. The practice is served by local buses and paid parking facilities are available on neighbouring streets.

The medical team is made up of two GP partners, one male and one female. The male GP works three clinical sessions weekly and the female GP works six clinical sessions and four management sessions weekly. There is also a female practice nurse working five sessions per week. The clinical team are supported by a reception manager and one administrative staff member.

The practice opening hours are:

Monday 9:00am to 1:00pm and 5:00pm to 6.30pm

Tuesday 2:00pm to 6:30pm (closed in the morning)

Wednesday 9:00am to 1:00pm and 5pm to 6:30pm

Thursday 9:00am to 1:00pm (closed in the afternoon)

Friday 2:00pm to 6:30pm (closed in the morning)

GP pre-bookable appointments are available from:

Monday 9:00am to 11:00am and 5:00pm to 6:30pm

Tuesday 2:00pm to 4:00pm and 5:00pm to 6:30pm

Wednesday 9:00am to 11:00am and 5:00pm to 6:30pm

Thursday 9:00am to 11:00am

Friday 2:00pm to 4:00pm and 5:00pm to 6:30pm

Additional emergency and same day appointments for the GP and nurse are provided as required throughout the surgery opening hours. Patients can also access appointments from 8:00am to 8:00pm, Monday to Sunday, through the Newham GP extended access hub by calling 020 7540 9949. The out of hours service is provided by Newham Out of Hours GP service and can be accessed by ringing the practice's telephone after 6:30pm and the call is then diverted. Alternatively, patients can telephone Newham Out of Hours GP service directly using the local rate telephone number which is on the practice website and practice leaflet.

The information published by Public Health England rates the level of deprivation within the practice population group as three on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Eighty Percent of people in the practice area are from Black or Minority Ethnic (BME) groups.

Detailed findings

Why we carried out this inspection

We undertook a previous comprehensive inspection of Dr Chandrakant Patel on 16 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall, but as requires improvement for providing safe services. The full comprehensive report following the inspection on 16 January 2017 can be found by selecting the 'all reports' link for Dr Chandrakant Patel on our website at www.cqc.org.uk.

We undertook this follow up focused inspection of Dr Chandrakant Patel on 22 February 2018. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out an announced focused on-site visit of Dr Chandrakant Patel on 22 February 2018. Before visiting, we reviewed a range of information we hold about the practice and asked other organisations such as NHS England, Newham Clinical Commissioning Group (CCG) and Newham Healthwatch to share what they knew.

During the inspection we:

- Visited the practice location.
- Spoke with the reception and administrative staff and a partner GP.
- Reviewed practice documentation.

Please note that when referring to information throughout this report, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

We rated the practice, and all of the population groups, as good for providing safe services.

At our previous inspection on 16 January 2017 we found that most safety systems and processes for monitoring risks to patients were well managed. However, there were gaps or weaknesses in arrangements for managing and learning from significant events, infection control, and refrigerated medicines safety.

We issued a requirement notice in respect of the infection control issues and also made recommendations for the practice to improve arrangements for significant events and refrigerated medicines. Significant improvements had been made when we undertook this follow up inspection on 22 February 2018. The practice is now rated as good for providing safe services.

Safety systems and processes

At our previous inspection on 16 January 2017 actions identified by an external infection control specialist in 2014 had not been fulfilled and the practice had not risk assessed the risks to service users.

At this follow up inspection on 22 February 2018:

- The practice had completed all outstanding actions from an external infection control audit carried out in 2014. Sinks in treatment rooms had elbow or wrist operated mixer taps with no plugs or overflows, the clinical waste bin outside the practice was secured to the building, and we saw evidence in the cleaning schedule that equipment had been cleaned on a weekly basis.
- There was an effective system to manage infection prevention and control, which included the practice carrying out an internal infection control audit annually and documenting this. We saw a copy of the most

recent internal audit from 24 May 2017. We also saw an email from Newham CCG advising that they would be carrying out an external infection control audit in April 2018.

Safe and appropriate use of medicines

At our previous inspection on 16 January 2017 we found that the label on the medicines refrigerator plug to avoid turning the fridge off accidentally was almost inaccessible and out of view.

At this follow up inspection on 22 February 2018:

- The practice had reliable systems for appropriate and safe handling of refrigerated medicines.
- The practice had fixed a visible sign above the plug advising that the fridge must not be turned off, and the plug had been covered with a socket shield to prevent it being switched off by accident.

Lessons learned and improvements made

At our previous inspection on 16 January 2017 there was an open and transparent approach to safety and a system in place for reporting and recording significant events. However, learning from significant events was not evident.

At this follow up inspection on 22 February 2018:

- We saw evidence that the practice discussed significant events in meetings, learned and shared lessons, and made improvements when things went wrong.
- For example, a prescribing error in October 2017 was dealt with appropriately and in accordance with the duty of candour. The GP telephoned the patient and apologised, the incorrect prescription was recalled and replaced with the correct one, the incident was discussed in meetings and, as a result, changes were made to the prescription issuing method on the practice's computer system to prevent recurrence.