

# Dr B Fernando & Dr K Manivannan

## 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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# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

9 December 2014

The practice was rated as requires improvement for safe. Staff understood their roles and responsibilities to respond to medical emergencies, however the practice was unable to demonstrate they were fully equipped to deal with medical emergencies as no medical oxygen was available.

23 September 2015

We found that action had been taken to improve safety in relation to arrangements to deal with emergencies and major incidents. The practice demonstrated they were fully equipped to deal with medical emergencies and medical oxygen is now held at the practice. Staff have been appropriately trained in the use of medical oxygen and it has been stored correctly and in line with current guidance.

**Good**



# Dr B Fernando & Dr K Manivannan

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Dr B Fernando & Dr K Manivannan

Dr B Fernando and Dr K Manivannan (also known as Thames Avenue) are situated in a converted house and located in the residential area of Rainham Kent. Wheelchair access to the building is through the front door. The practice serves an area that is the second least deprived in comparison to the England average.

A team of one full time partner, one part-time partner (both male), four female nurses, two female healthcare assistants, four part-time receptionists, a practice manager, information manager and secretary provide care and treatment for approximately 4,836 patients (the practice had acquired nearly 700 patients from a neighbouring practice). There is a vacancy for one full time salaried GP and used a locum GP for consistency. The practice is not a training practice.

Practice nurses are qualified and registered nurses. They can help with health issues such as family planning, healthy living advice and blood pressure checks. The practice nurses run clinics for long-term health conditions such as asthma or diabetes, minor ailment clinics and carry out cervical smears. Healthcare assistants support the

practice nurses with their daily work and carry out tasks such as phlebotomy, blood pressure measurement and new patient checks. They may act as a chaperone when a patient or doctor requests one.

The practice is open from 8.30am until 6.30pm Monday to Friday with a late evening on Monday and Wednesday from 6.30am until 7.30pm. The practice's extended opening hours was particularly useful to patients with work commitments.

## Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 on 9 December 2014 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014. A breach of legal requirements was found.

## How we carried out this inspection

We undertook a desk based review on 23 September 2015 to follow up on whether action had been taken to deal with the breach. This involved reviewing and assessing correspondences from the provider, training records of staff, as well as photographs taken by the provider of the medical oxygen, signage and storage.

# Are services safe?

## Our findings

### **Arrangements to deal with emergencies and major incidents**

9 December 2014

The practice was rated as requires improvement because they did not have medical oxygen for use in an emergency. An assessment of whether these were necessary at the practice had been conducted and the decision was made by the practice management team that oxygen was not required. The assessment had concluded that in the past years there had been no events which required oxygen and

that response times from emergency services were within minutes. However, the practice was unable to demonstrate they were fully equipped to deal with an emergency prior to the arrival of an ambulance.

23 September 2015

We found that action had been taken to improve safety in relation to arrangements to deal with emergencies and major incidents. The practice demonstrated they were fully equipped to deal with medical emergencies and medical oxygen was now held at the practice. Staff had been appropriately trained in the use of medical oxygen. Photographic evidence showed that it had been stored correctly and in line with current best practice guidance.