

Dr SM Bhate and Dr H El-Shakankery

Inspection report

Riverview Health Centre
Borough Road
Sunderland
Tyne and Wear
SR1 2HJ

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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?

Good 

Are services well-led?

Good 

Overall summary

We previously carried out an announced comprehensive inspection at Dr SM Bhate and Dr H El-Shakankery on 12 December 2016. Overall the practice was rated as good. However the domain of well-led was rated as requires improvement.

We carried out a focused inspection at the practice on 7 February 2018. We rated the practice as good overall, however the domain of well-led remained requires improvement, as although the practice had implemented an action plan to address the issues identified during the previous inspection, not all of the required improvements had been made.

We carried out an announced comprehensive inspection at the practice on 11 December 2018 to ensure the practice had implemented changes to address the issues raised in our previous inspection. We saw at this inspection that improvements had been made.

We have rated this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had improved the way they recorded and managed significant events.
- Patients received effective care and treatment that met their needs.

- 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.
- The practice had improved the way they handled complaints. The policy was in line with national guidance and patients were made aware of the next steps they could take if they were unhappy with the outcome of a complaint.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

Whilst we found no breaches of regulations, the provider **should:**

- Carry out an appraisal for the practice manager and continue with their programme of appraisals for staff.
- Ensure that all staff, including GPs, have completed the mandatory training on matters such as health and fire safety.
- Provide basic training such as health and fire safety for all GPs.
- Continue to promote and recruit members for the practice patient participation group.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist adviser.

Background to Dr SM Bhate and Dr H El-Shakankery

Dr SM Bhate and Dr H El-Shakankery provides services to around 5,900 patients from;

- Riverview Health Centre, Borough Road, Sunderland Tyne and Wear, SR1 2HJ

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, family planning and surgical procedures.

The practice took over another practice which was based in the same building on 1 April 2018 and absorbed the practice's patient list into its own.

Riverview Health Centre is in purpose built premises; all patient services are on the ground floor. There is a car park beside the practice, dedicated disabled parking bays and step free access.

The practice has three male GP partners. Two work five sessions a week and one works full time. There are two nurse practitioners, one full-time and one part-time. There are three practice nurses all of who work part time. There is a practice manager and eight staff who undertake administration duties.

The practice provides late evening, weekend and bank holiday appointments; they are part of the local GP federation of GP practices who work together to provide

appointments with GPs, nurses or health care assistants outside of their normal working hours. Patients can contact the practice reception team to arrange appointments. When this service is not provided patients requiring urgent medical care can contact the out of hours provided by the NHS 111 service.

The practice is part of NHS Sunderland clinical commissioning group (CCG). The practice provides services based on a General Medical Services (GMS) contract agreement for general practice.

Information from Public Health England places the area in which the practice is located in the most deprived decile. In general, people living in more deprived areas tend to have greater need for health services. Average male life expectancy at the practice is 75 years, which is lower than the national average of 79. Average female life expectancy at the practice is 80 years, which is lower than the national average of 83 years.

Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 75 years compared to the national average of 79 years. Female life expectancy is 80 years compared to the national average of 83 years.