

# Dr Prakashchandra Jain

## Quality Report

The Surgery  
2 Parklands Drive  
Askam in Furness  
Cumbria  
LA16 7JP  
Tel: 01229 462464

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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

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 of Dr Prakashchandra Jain on 27 May 2015, during which a breach of a legal requirement set out in the Health and Social Care Act (HCSA) 2008 was found:

Regulation 12 HCSA 2008 (Regulated Activities)  
Regulations 2014 Safe Care and Treatment

After the comprehensive inspection the practice wrote to us to say what they would do to meet the following regulation. On 19 May 2016 we undertook a focussed inspection where we visited the practice to check whether the provider had taken steps to comply with the legal requirements. This report only covers our findings in relation to this requirement. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Dr Prakashchandra Jain on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Our key findings were as follows:

- The practice had undertaken a fire risk assessment which had identified concerns with fire safety at the practice. Action was taken to address these concerns and a follow-up fire risk assessment found they had been resolved.
- Staff at the practice had received fire training. There was now a record of fire drills and fire alarm testing in place.
- The practice had an adequate supply of emergency oxygen at the premises and staff were appropriately trained to use it.
- The practice had undertaken testing of their portable electrical equipment and a legionella risk assessment.
- Infection control audits had been completed and action had been taken as a result of their findings. For example, a new sink had been installed in the treatment room and new flooring had been laid in the treatment room and in the GP consultation room.

**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?**

We found the provider had taken steps to address the concerns we identified at the previous inspection in May 2015. Improvements to patient safety had been made. For example:

- The practice had undertaken a fire risk assessment which had identified concerns with fire safety at the practice. Action was taken to address these concerns and a follow-up fire risk assessment found they had been resolved.
- Staff at the practice had received fire training. There was now a record of fire drills and fire alarm testing in place.
- The practice had an adequate supply of emergency oxygen at the premises and staff were appropriately trained to use it.
- The practice had undertaken testing of their portable electrical equipment and carried out a legionella risk assessment
- Infection control audits had been completed and action had been taken as a result of their findings. For example, a new sink had been installed in the treatment room and new flooring had been laid in the treatment room and in the GP consultation room.

**Good**



# Summary of findings

## What people who use the service say

We did not speak to any patients as part of this inspection.

# Dr Prakashchandra Jain

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The focused inspection was undertaken by a CQC Lead Inspector.

## Background to Dr Prakashchandra Jain

Dr Prakashchandra Jain's Practice provides services to 1,593 patients, from one location at The Surgery, 2 Parklands Drive, Askam in Furness, Cumbria, LA16 7JP. This is the site we visited during the inspection.

The practice provides their services under a General Medical Services (GMS) contract to patients in their catchment area, post code LA16, and is part of the NHS Cumbria clinical commissioning group (CCG). The practice also dispenses medication to their patients.

The practice is located in a single storey building. There is a disabled WC, wheelchair and step-free access. There is a car park at the rear of the premises. This is a single handed practice run by the GP. There is no practice manager. There is a practice nurse, three receptionists/dispensers and a medicines manager.

The opening hours for the practice are 9am to 6pm Monday, Tuesday, Thursday and Friday, and 9am to 11.30am on Wednesdays. For the periods between 8am to 9am and 6pm to 6.30pm (and 11.30am to 6.30pm on Wednesdays) calls are taken by the receptionist who then contacts the GP to respond.

Open access consultations with the GP are available between 10am to 11am Monday to Friday and 5pm to 6pm Mondays, Tuesdays, Thursdays and Fridays. Routine appointments with the nurse are available between 9am and 5pm Monday and Thursday and from 2pm to 5pm on Tuesdays.

The service for patients requiring urgent medical attention out of hours is provided through the 111 service and Cumbria Health on Call.

## Why we carried out this inspection

We undertook an announced focused inspection of Dr Prakashchandra Jain on 19 May 2016. We asked to see evidence to confirm that improvements to meet legal requirements had been made following our comprehensive inspection on 27 May 2015. This inspection focused on one of the five questions we ask about services; is the service safe? This is because the service was not meeting a legal requirement in this domain.

## How we carried out this inspection

We carried out an announced inspection on 19 May 2016. We visited the practice's surgery in Askam in Furness. We spoke with the GP, the practice nurse and two members of the practice administration staff. We reviewed documentation related to fire risk assessments, training, infection prevention and control and legionella risk assessments. We also inspected the premises and equipment, such as emergency oxygen.

# Are services safe?

## Our findings

### Overview of safety systems and processes

When we visited the practice in May 2015 we identified an area of concern relating to infection prevention and control.

- The GP showed us a copy of the last infection control audit which had been undertaken in October 2012. The audit highlighted the nurses' treatment room was carpeted and recommended its removal. We saw that the treatment room was still carpeted and asked the GP why. They explained that they had no current plans to remove the carpet and replace it with more suitable floor covering. There was no evidence of any further infection control audits having taken place since October 2012.

At the focussed inspection in May 2016 we observed that the carpeted flooring in the treatment room and in the GP consultation room had been replaced with suitable floor covering. A further infection control audit had been undertaken and we saw evidence that action was taken to address any improvements identified as a result. For example, a new sink had been installed in the treatment room.

### Monitoring risks to patients

During the inspection in May 2015 we identified that risks to patients were not satisfactorily monitored.

- There was no evidence that a portable electrical appliance test (PAT) had ever been undertaken. (Portable appliance testing (PAT) is the term used to describe the examination of electrical appliances and equipment to ensure they are safe to use.)

- There was no evidence the practice had carried out a legionella risk assessment (legionella is a bacterium that can grow in contaminated water and can be fatal).
- The practice did not keep records to show that tests of the fire alarm had been regularly undertaken. In addition there were no records showing the practice had undertaken regular fire drills which included an evacuation of the practice.

When we visited in May 2016 we saw evidence that these concerns had been addressed.

- The practice had up to date fire risk assessments and carried out regular fire drills. There was a log to record fire drills and fire alarm testing. All staff had received fire training and there was a schedule in place to ensure this was renewed annually.
- We saw records that showed all electrical equipment was checked to ensure the equipment was safe to use.
- The practice now had a risk assessment in place to monitor the risk of legionella.

### Arrangements to deal with emergencies and major incidents

At inspection in May 2015 we found that the practice did not have emergency oxygen. The

National Resuscitation Council guidance at that time stated that: 'Current resuscitation guidelines emphasise the use of oxygen, and this should be available whenever possible.'

When we returned to the practice in May 2016 they had oxygen available on the premises with adult and children's masks. We saw that this was regularly checked and that staff had received training on how to administer it.