

# Dr Satish C Pillarisetti

## Quality Report

48 Lower Higham Road  
Chalk Gravesend Kent DA12 2NG  
Tel: 01474 564575  
Website: None

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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 

Are services effective?

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 Satish C Pillarisetti on 30 June 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 1 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 'all reports' link for Dr Satish C Pillarisetti 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 30 June 2015 the practice had been rated as requires improvement for providing safe services.

- Vaccines had not been stored in accordance with current guidelines.
- The practice had been unable to demonstrate that all staff were up to date with fire safety training.
- The practice had been unable to demonstrate it was able to respond to a medical emergency in line with national guidance before the arrival of an ambulance.

At our focussed follow-up inspection on 1 March 2016, the practice provided records and information to demonstrate that the requirements had been met.

- Vaccines were now being stored in accordance with current guidelines.
- Records showed that all staff were now up to date with fire safety training.
- The practice was now able to respond to a medical emergency in line with national guidelines before the arrival of an ambulance.

Good



### Are services effective?

At our previous comprehensive inspection on 30 June 2015 the practice had been rated as requires improvement for providing effective services.

- The practice had been unable to demonstrate that patients with learning disabilities received regular physical health checks and medicine reviews in line with current best practice.
- The practice had not taken any action to make improvements where audit data showed that they were not performing in line with national standards.

At our focussed follow-up inspection on 1 March 2016, the practice provided records and information to demonstrate that the requirements had been met.

- All patients with learning disabilities registered at the practice had now received a physical health check and medicine review within the last 12 months.

Good



# Summary of findings

- The practice had taken action and made improvements where audit data showed that they were not performing in line with national standards.

# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### Older people

At our previous comprehensive inspection on 30 June 2015 the practice had been rated as requires improvement for the care of older people. The provider had been rated as requires improvement for providing safe and effective services and good for providing caring, responsive and well-led services. The resulting overall rating applied to everyone using the practice, including this patient population group.

At our focussed follow-up inspection on 1 March 2016, the practice provided records and information to demonstrate that the requirements had been met. The provider is rated as good for providing safe and effective services. The resulting overall rating applies to everyone using the practice, including this patient population group.

Good



### People with long term conditions

At our previous comprehensive inspection on 30 June 2015 the practice had been rated as requires improvement for the care of people with long-term conditions. The provider had been rated as requires improvement for providing safe and effective services and good for providing caring, responsive and well-led services. The resulting overall rating applied to everyone using the practice, including this patient population group.

At our focussed follow-up inspection on 1 March 2016, the practice provided records and information to demonstrate that the requirements had been met. The provider is rated as good for providing safe and effective services. The resulting overall rating applies to everyone using the practice, including this patient population group.

Good



### Families, children and young people

At our previous comprehensive inspection on 30 June 2015 the practice had been rated as requires improvement for the care of families, children and young people. The provider had been rated as requires improvement for providing safe and effective services and good for providing caring, responsive and well-led services. The resulting overall rating applied to everyone using the practice, including this patient population group.

At our focussed follow-up inspection on 1 March 2016, the practice provided records and information to demonstrate that the

Good



# Summary of findings

requirements had been met. The provider is rated as good for providing safe and effective services. The resulting overall rating applies to everyone using the practice, including this patient population group.

## **Working age people (including those recently retired and students)**

At our previous comprehensive inspection on 30 June 2015 the practice had been rated as requires improvement for the care of working age people (including those recently retired and students). The provider had been rated as requires improvement for providing safe and effective services and good for providing caring, responsive and well-led services. The resulting overall rating applied to everyone using the practice, including this patient population group.

At our focussed follow-up inspection on 1 March 2016, the practice provided records and information to demonstrate that the requirements had been met. The provider is rated as good for providing safe and effective services. The resulting overall rating applies to everyone using the practice, including this patient population group.

**Good**



## **People whose circumstances may make them vulnerable**

At our previous comprehensive inspection on 30 June 2015 the practice had been rated as requires improvement for the care of people whose circumstances may make them vulnerable. The provider had been rated as requires improvement for providing safe and effective services and good for providing caring, responsive and well-led services. The resulting overall rating applied to everyone using the practice, including this patient population group.

At our focussed follow-up inspection on 1 March 2016, the practice provided records and information to demonstrate that the requirements had been met. The provider is rated as good for providing safe and effective services. The resulting overall rating applies to everyone using the practice, including this patient population group.

**Good**



## **People experiencing poor mental health (including people with dementia)**

At our previous comprehensive inspection on 30 June 2015 the practice had been rated as requires improvement for the care of people experiencing poor mental health (including people with dementia). The provider had been rated as requires improvement

**Good**



# Summary of findings

for providing safe and effective services and good for providing caring, responsive and well-led services. The resulting overall rating applied to everyone using the practice, including this patient population group.

At our focussed follow-up inspection on 1 March 2016, the practice provided records and information to demonstrate that the requirements had been met. The provider is rated as good for providing safe and effective services. The resulting overall rating applies to everyone using the practice, including this patient population group.

# Dr Satish C Pillarisetti

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector. The team included a GP specialist advisor.

## Background to Dr Satish C Pillarisetti

Chalk Surgery is situated in Chalk, Kent and has a registered patient population of approximately 2,800.

The practice staff consist of one GP (male), one practice manager, one practice nurse (female), one diabetic nurse (female), one healthcare assistant (female) as well as administration and reception staff. The practice also employs locum GPs to cover the permanent GPs absence. There is a reception and a waiting area on the ground floor. Patient areas 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 Foundation Year Two junior 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 8.30am to 1.30pm and 2.30pm to 6.30pm, and Thursday 8.30am to 1pm. Extended hours surgeries are offered Monday 6.30pm to 8pm. Primary medical services are available to patients

registered at Chalk Surgery 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 (the 111 service) to deliver services to patients outside of Chalk Surgery's working hours.

Services are provided from Chalk Surgery, 48 Lower Higham Road, Chalk, Gravesend, Kent, DA12 2NG, only.

## Why we carried out this inspection

We undertook an announced focused inspection of Dr Satish C Pillarisetti on 1 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 30 June 2015.

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

## 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, the practice manager, the practice nurse as well as two reception staff, and reviewed information, documents and records kept at the practice.



# Are services safe?

## Our findings

### Overview of safety systems and processes

The practice had systems, processes and practices to keep patients safe and safeguard them from abuse.

- The practice had introduced written guidance for staff on the monitoring of the temperatures of refrigerators used to store vaccines. This guidance included details of the action to be taken in the event that storage temperatures for vaccines went outside of acceptable limits. Records showed that the temperature of refrigerators used to store vaccines had not gone outside of acceptable limits since our last inspection.

- The practice had revised their system that monitored and recorded the hepatitis B status of all clinical staff. Records showed that there was now a record of the hepatitis B status of all clinical staff in the practice.

### Monitoring risks to patients

- Records showed that all staff were now up to date with fire safety training.

### Arrangements to deal with emergencies and major incidents

- An automated external defibrillator (AED) (used to attempt to restart a person's heart in an emergency) was now available at the practice.

# Are services effective?

(for example, treatment is effective)

## Our findings

### **Management, monitoring and improving outcomes for people**

The practice used the information collected for the Quality and Outcomes Framework (QOF) to measure their performance. QOF is a voluntary system intended to improve the quality of general practice and reward good practice. Where the 2013 / 2014 QOF data for this practice showed it was not performing in line with national standards the practice had taken action and made improvements.

- At our last inspection we found that 58% of the practice's patients on the diabetes register had a record of a foot examination and risk classification within the last 12 months compared with the national average of 88%. At our inspection on 1 March 2016 records showed that this was now improved to 83%.

Records showed that 100% of patients with a learning disability on the register had now received a medicine review and a physical health check within the last 12 months.