

Dr S Bhadra & Dr A Padiyar Partners

Inspection report

Erith Health Centre
50 Pier Road
Erith
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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

Requires improvement



Are services safe?

Inadequate



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

Dr S Bhadra and Dr A Padiyar Partners (also known as Riverside Surgery) is a GP practice location in the London Borough of Bexley.

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This was a comprehensive announced inspection carried out on 16 October 2019. We rated the location as requires improvement overall.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as requires improvement overall and for the population groups of People with long-term conditions, Families, children and young people and Working age people (including those recently retired and students).

We rated the practice as **inadequate** for providing safe services because:

- The practice did not have safe arrangements for the management of patients prescribed high risk medicines.
- There was a lack of appropriate risk management systems in relation to the practice premises at their main site.
- The practice had practices and processes to keep people safe and safeguarded from abuse. However, some arrangements to support safeguarding processes were not clear.
- The practice did not fully follow published requirements to protect staff and patients through appropriate staff vaccination.
- Appropriate standards of cleanliness and hygiene were not met.
- There were some gaps in arrangements to deal with medical emergencies.

We rated the practice as **requires improvement** for providing effective services because:

- There was evidence of quality improvement activity.
- Staff were receiving regular appraisals.
- Effective joint working was in place. The practice held monthly multidisciplinary meetings and detailed records of discussions and action points were retained.
- Staff worked together and with other organisations to deliver effective care and treatment.
- The practice was able to demonstrate that staff had the skills, knowledge and experience to carry out their roles. However, there was lack of supervision of staff in advanced roles.
- We found the provider needed to make improvement in the care of the population groups of People with long-term conditions, Families, children and young people and Working age people (including those recently retired and students).

We rated the practice as **good** for providing caring services because:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patient feedback from GP patient survey results were in line with local and national averages.

We rated the practice as **good** for responsive services because:

- Complaints were managed in a timely fashion and detailed responses were provided.
- Feedback from the patient survey indicated that respondents' ease of access care and treatment was in line with local area and national averages.
- The practice was continually reviewing and adjusting the appointment system to cater to the needs of patients and had introduced online consultations to improve access.

We rated the practice as **requires improvement** for providing well-led services because:

- There were clear responsibilities, roles and systems of accountability to support good governance and management. However, some governance arrangements were ineffective.
- There were clear and effective processes for managing issues and performance. However, the practice did not have proper effective arrangements for identifying, managing and mitigating risks.

Overall summary

- The provider had an active patient participation group and there were structured feedback and engagement mechanisms for patients.
- There was evidence of continuous improvement or innovation.
- Staff provided positive feedback about working at the service which indicated a good working culture.

The areas where the provider **must** make improvements are:

- Ensure care and treatment is provided in a safe way to patients
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Review their arrangements for identifying people with caring responsibilities.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
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 other team members were a GP specialist advisor and a second CQC inspector.

Background to Dr S Bhadra & Dr A Padiyar Partners

Dr S Bhadra and Dr A Padiyar Partners (also known as Riverside Surgery) is a GP practice located in the London Borough of Bexley. The practice has a main site at Erith Health Centre, 50 Pier Road, Erith, DA8 1RQ, and a branch site at Mill road Surgery 25 Mill Road, Erith, Kent DA8 1HW which has been in operation since August 2018. We visited both sites during this inspection. The practice formally had a branch site at Barnehurst Surgery 83 Barnehurst Road Barnehurst DA7 6HD, which closed in 2016.

This practice was formally registered as Good Health PMS but changed legal entity in 2018 to become its current registration name.

At the time of our inspection the practice had approximately 9000 registered patients.

The practice clinical staff team consisted of two GP partners (one is male, one female), one salaried GP, two nurse practitioners, four practice nurses and one training nurse associate and a healthcare assistant. They were supported by a practice management team that comprised of a business manager, two branch managers, two business support officers, one scanning clerk, one anticoagulation service manager, and a team of ten patient advisors (receptionists) staff.

Riverside Surgery has a personal medical services (PMS) contract for the provision of its general practice services. Services provided in the practice include general medical services, mother and baby clinic, contraceptive services, minor surgery, and travel health.

Riverside Surgery is registered with the Care Quality Commission (CQC) to carry on the regulated activities of Diagnostic and screening procedures; Treatment of disease, disorder or injury; Maternity and midwifery services; Family planning; and Surgical procedures to everyone in the population. These regulated activities are provided from the main and branch practice sites.

The main practice site at Erith Health Centre is open between 8am and 8pm on Monday and Wednesday and between 8am and 6.30pm on Tuesday, Thursday and Friday. The branch site, Mill road surgery, is open between 8am and 6pm on Monday to Thursday, and 8am to 8pm on Friday.

At the Erith Health Centre site, appointments are from 8:30am to 12:30pm, then from 1.30pm to 8pm on Mondays to Wednesdays. On Tuesdays, Thursdays and Fridays appointments are available at the Erith Health Centre site between 08.30am and 12:30pm then 1.30pm to 6.30pm.

At the branch site, appointment times are from 08:30am to 12:30pm then 4pm to 6.30pm on Mondays.
Appointments are available on Tuesday 10am to 12.30pm,

then 1.30pm to 3.30pm, then 4.30pm to 6.30pm, on Wednesday 9am to 12.30pm, then 1.30pm to 6.30pm, on Thursday 8.30am to 1pm, then 1.30pm to 6.30pm, and on Friday 8.30am to 12.30pm then 4pm to 8pm.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance There was a lack of proper systems or processes that enabled the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk.

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Family planning services	There was no proper and safe management of medicines. In particular:
Maternity and midwifery services	<ul style="list-style-type: none">• The practice did not have safe arrangements for the management of patients prescribed high risk medicines.• Non-medical prescribers were not formally supported.• Recommended medicines for treating medical emergencies were not all stocked.
Surgical procedures	There was no assessment of the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated. In particular: lack of up to date infection prevention and control policy, lack of IPC audits and lack of appropriate staff vaccinations.
Treatment of disease, disorder or injury	There was a lack of assessment of the risks to the health and safety of service users: lack of sepsis awareness training, actions in response to patient safety alerts, and gaps in site maintenance and fire safety arrangements.