Dr Padma Prasad

Quality Report

51 Upney Lane,
Barking,
Essex,
Barking,
IG11 9LD
Tel: 020 8594 3667
Website:

Date of inspection visit: 7 August 2017
Date of publication: 08/09/2017

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 caring?	Good

Summary of findings

Contents

Summary of this inspection

Page

Overall summary 2

The five questions we ask and what we found 4

The six population groups and what we found 5

Areas for improvement 6

Detailed findings from this inspection

Our inspection team 7

Background to Dr Padma Prasad 7

Why we carried out this inspection 7

How we carried out this inspection 7

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dr Padma Prasad (Faircross Health Centre) on 12 October 2016. The overall rating for the practice was good. The full comprehensive report on the 12 October 2016 inspection can be found by selecting the 'all reports' link for Dr Padma Prasad (Faircross Health Centre) on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 25 July 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the findings that we identified in our previous inspection on 12 October 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- Data from the national GP patient survey had improved from the previous survey for example: 80% (previously 71%) of patients said the GP was good at listening to them compared to the clinical commissioning group (CCG) average of 81% and the national average of 89%.
- Patients said they were treated with compassion, dignity and respect and were involved in their care and decisions about their treatment.
- Improvements were made to the quality of care as a result of complaints and concerns.
- Patients said they found it easy to make an appointment with a named GP and there was continuity of care, with urgent appointments available the same day.
- The practice had identified 2% of its patients as carers.

However, there was also an area of practice where the provider could make improvements.

In addition the provider should:

- Continue to ensure that it addresses issues highlighted in the national GP survey in order to improve patient satisfaction, including: satisfaction with consultations, and with being involved in decision making.
- Consider developing a practice website.

At our previous inspection on 12 October 2016, we rated the practice as requires improvement for providing caring services as there was no carer's register. At this inspection we found that the carer's register had been introduced and the practice offered support and advice to carers.

Summary of findings

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 caring?

Good

The practice is rated as good for providing caring services.

- The practice had identified 57 patients as carers (2% of the practice list).
- Data from the national GP patient survey had improved from the previous survey and was mixed with some patients rating the practice lower than others for some aspects of care, and comparable for other aspects:
- 79% (previously 71%) of patients described the overall experience of this GP practice as good compared to the national average of 85%.
- 65% (previously 62%) of patients said they would recommend this GP practice to someone who has just moved to the local area compared to the national average of 77%.
- 85% (previously 78%) of patients found it easy to get through to this practice by phone compared to the national average of 71%.
- 71% (previously 77%) of patients were able to get an appointment to see or speak to someone the last time they tried compared to the national average of 84%.
- Information for patients about the services available was easy to understand and accessible.
- We saw staff treated patients with kindness and respect, and maintained patient and information confidentiality.

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
The provider had resolved the concerns for caring identified at our inspection on 12 October 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this

Good

People with long term conditions
The provider had resolved the concerns for caring identified at our inspection on 12 October 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this

Good

Families, children and young people
The provider had resolved the concerns for caring identified at our inspection on 12 October 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this

Good

Working age people (including those recently retired and students)
The provider had resolved the concerns for caring identified at our inspection on 12 October 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this

Good

People whose circumstances may make them vulnerable
The provider had resolved the concerns for caring identified at our inspection on 12 October 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this

Good

People experiencing poor mental health (including people with dementia)
The provider had resolved the concerns for caring identified at our inspection on 12 October 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this

Good

Summary of findings

Areas for improvement

Action the service SHOULD take to improve

- Continue to ensure that it addresses issues highlighted in the national GP survey in order to improve patient satisfaction, including: satisfaction with consultations, and with being involved in decision making.
- Consider developing a practice website.

Dr Padma Prasad

Detailed findings

Our inspection team

Our inspection team was led by:

A Lead CQC Inspector

Background to Dr Padma Prasad

Dr Padma Prasad (Faircross Health Centre) provides primary medical services in Barking, Essex to approximately 2600 patients and is a member of the NHS Barking and Dagenham Clinical Commissioning Group (CCG).

The practice population is in the fifth least deprived decile in England. The practice had surveyed the ethnicity of the practice population and had determined that 52% of patients described themselves as white, 32% Asian, 10% black and 3% as having mixed or other ethnicity.

The practice operates from a converted residential property with patient facilities on the ground floor that is wheelchair accessible. There are offices for administrative and management staff on the ground and first floors. Both floors are accessed via stairs.

The practice operates under a General Medical Services (GMS) contract and provides a number of local and national enhanced services (enhanced services require an increased level of service provision above that which is normally required under the core GP contract). The enhanced services it provides are: childhood vaccination and immunisation scheme; extended hours access; facilitating timely diagnosis and support for people with dementia; rotavirus and shingles immunisation; and unplanned admissions.

The practice team at the surgery is made up of one full-time female principal GP working 9 clinical sessions per week. There is a part-time female nurse practitioner working six clinical sessions per week. In addition there are six administrative and reception staff including a full-time practice manager.

The practice is open:

- Monday to Wednesday and Friday 8.45am to 12.30pm and 2.30pm to 6.30pm.
- Thursday 9.00am to 12.30pm

The practice does not open on a weekend. The practice has opted out of providing out of hours (OOH) services to their own patients when closed and directs patients to the OOH provider for NHS Barking and Dagenham CCG.

Appointments are available:

GP

- Monday to Wednesday and Friday 9.10am to 11.30am and 4.00pm – 6.00pm,
- Thursday 9.30am to 11.30am.

Nurse

- Monday and Tuesday 9.15am to 12.00pm and 4.30pm to 6.00pm,
- Wednesday and Thursday 9.15am to 12.00pm.

The practice offers extended hours clinics on Monday and Friday evenings from 6.30pm to 7.15pm, these were intended for patients who would otherwise find it difficult to attend during working hours.

Detailed findings

Dr Padma Prasad (Faircross Health Centre) is registered as a sole practitioner with the Care Quality Commission to provide the regulated activities of treatment of disease, disorder or injury; maternity and midwifery services; family planning; diagnostic and screening procedures.

Why we carried out this inspection

We undertook a comprehensive inspection of Dr Padma Prasad (Faircross Health Centre) on 12 October 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. The full comprehensive report following the inspection on 12 October 2016 can be found by selecting the 'all reports' link for Dr Padma Prasad (Faircross Health Centre) on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of Dr Padma Prasad (Faircross Health Centre) on 25 July 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out a desk-based focused inspection of Dr Padma Prasad (Faircross Health Centre) on 25 July 2017. This involved reviewing evidence that:

- Work has been done to improve the patient satisfaction with consultations and being involved indecision making in view of the low patient survey results.
- How many carers have been identified and the care and support offered to them.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Good

Are services caring?

Our findings

Kindness, dignity, respect and compassion

We observed members of staff were courteous and very helpful to patients and treated them with dignity and respect.

- Curtains were provided in consulting rooms to maintain patients' privacy and dignity during examinations, investigations and treatments.
- We noted that consultation and treatment room doors were closed during consultations; conversations taking place in these rooms could not be overheard.
- Reception staff knew when patients wanted to discuss sensitive issues or appeared distressed they could offer them a private room to discuss their needs.

Results from the national GP patient survey showed how patients felt they were treated. The practice had improved on its scores from the previous inspection for its satisfaction scores on consultations with GPs and nurses. For example:

- 80% (previously 71%) of patients said the GP was good at listening to them compared to the clinical commissioning group (CCG) average of 81% and the national average of 89%.
- 82% (previously 69%) of patients said the GP gave them enough time compared to the CCG average of 77% and the national average of 86%.
- 92% (previously 90%) of patients said they had confidence and trust in the last GP they saw compared to the CCG average of 91% and the national average of 95%.
- 75% (previously 68%) of patients said the last GP they spoke to was good at treating them with care and concern compared to the national average of 86%.
- 82% (previously 84%) of patients said the last nurse they spoke to was good at treating them with care and concern compared to the national average of 91%.
- 89% (previously 87%) of patients said they found the receptionists at the practice helpful compared to the CCG average of 83% and the national average of 87%.

Care planning and involvement in decisions about care and treatment

Patients told us they felt involved in decision making about the care and treatment they received. They also told us they felt listened to and supported by staff and had sufficient time during consultations to make an informed decision about the choice of treatment available to them. Patient feedback from the comment cards we received was also positive and aligned with these views. We also saw that care plans were personalised.

Results from the national GP patient survey showed how patients responded to questions about their involvement in planning and making decisions about their care and treatment. Results had improved but were comparable to local and national averages. For example:

- 75% (previously 62%) of patients said the last GP they saw was good at explaining tests and treatments compared to the CCG average of 78% and the national average of 86%.
- 71% (previously 56%) of patients said the last GP they saw was good at involving them in decisions about their care compared to the CCG average of 72% and the national average of 82%.
- 76% (previously 80%) of patients said the last nurse they saw was good at involving them in decisions about their care compared to the national average of 85%.

The practice provided facilities to help patients be involved in decisions about their care:

- Staff told us that translation services were available for patients who did not have English as a first language. We saw notices in the reception areas informing patients this service was available.
- Information leaflets were available in easy read format.

Patient and carer support to cope emotionally with care and treatment

Patient information leaflets and notices were available in the patient waiting area which told patients how to access a number of support groups and organisations. Information about support groups was also available on the practice website.

Good

Are services caring?

The practice's computer system alerted GPs if a patient was also a carer. The practice had identified 57 patients as carers (2% of the practice list). Written information was available to direct carers to the various avenues of support available to them.

Staff told us that if families had suffered bereavement, their usual GP contacted them or sent them a sympathy card. This call was either followed by a patient consultation at a flexible time and location to meet the family's needs and/or by giving them advice on how to find a support service.