

Dr Andra Jayaweera

Quality Report

Downhall Surgery
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Rayleigh,
Essex,
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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 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out a comprehensive inspection at Dr Andra Jayaweera on 02 September 2015. At this inspection the practice was good for providing safe, responsive, caring and well led services. They were rated as requires improvement for effective services.

During the inspection on 02 September 2015 we found that;

- Patient treatment reviews were not documented consistently to reflect fully when reviews or patient contacts had taken place.

The practice was issued with a requirement notice for improvement.

To maintain accurate, complete and contemporaneous records in respect of each service user, including the recording of the all care and treatment provided to each service user and of decisions taken in relation to the care and treatment provided.

Following this inspection the practice sent us information that outlined the actions they intended to take to improve, and the date they would be implemented. We were then provided with evidence that the practice had implemented to make the required improvements.

To follow-up on our previous inspection and ensure the practice had made the required improvements, we carried out a desk-based inspection of Dr Andra Jayaweera on 01 March 2016, based on the information they sent us after the inspection.

Our key findings during this desk-based follow-up inspection were as follows:

- The practice provided evidence of their patient documentation procedure.
- They also provided an audit with evidence of good clinical note keeping.
- Further evidence sent showed several audits had been undertaken that reflected that medicine reviews had been carried out effectively.

We were therefore satisfied the provider had made all of the improvements identified as a result of the inspection on 02 September 2015.

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?

As the practice was rated as good for providing safe services during the inspection on 02 September 2015, we did not need to inspect this domain during the focused inspection on 01 March 2016.

Good



Are services effective?

The practice is rated as good for providing effective services.

- The practice provided evidence of their recording, and documentation procedure concerning patient information.
- Evidence of good clinical note keeping audits showed consistency and sufficient detail within patient records.

Further evidence sent showed that an audit of medicine reviews also showed the same consistency and detail.

Good



Are services caring?

As the practice was rated as good for providing caring services during the inspection on 02 September 2015, we did not need to inspect this domain during the focused inspection on 01 March 2016.

Good



Are services responsive to people's needs?

As the practice was rated as good for providing safe services during the inspection on 02 September 2015, we did not need to inspect this domain during the focused inspection on 01 March 2016.

Good



Are services well-led?

As the practice was rated as good for providing well-led services during the inspection on 02 September 2015, we did not need to inspect this domain during the focused inspection on 01 March 2016.

Good



Dr Andra Jayaweera

Detailed findings

Our inspection team

Our inspection team was led by:

This desk-based inspection was carried out by a CQC Lead Inspector.

Background to Dr Andra Jayaweera

Dr Andra Jayaweera at Downhall Park Surgery provides GP services to approximately 3265 patients living in Rayleigh, Essex. The practice holds a Primary Medical Services Contract (PMS) with the addition of enhanced services for example; 'Extended Hours access', 'Childhood Vaccination and Immunisation Scheme', 'Reducing unplanned admissions', and 'Minor Surgery'.

The practice has a team of two doctors; one full-time female GP and one male part time regular locum GP providing choice of clinician gender. There is a nurse who runs a variety of appointments for long term conditions, minor illness and family health. There is a team of four non-clinical, administrative, secretarial, and reception staff who share a range of roles. Patients have access to midwives, health visitors, therapists, and district nurses.

The practice is open from 8.30am to 6.30pm Monday, Tuesday, Thursday, Friday, and 8.30am to 8pm on Wednesdays. GP surgery hours are from 9am to 12 noon Monday, Tuesday, Wednesday, Thursday, Friday and from 5pm to 6.30pm Monday, Tuesday, Thursday, Friday, and 5pm to 7.50pm on Wednesday evenings. Outside of these

hours, GP services are accessed by phoning the NHS 111 service. The Out of Hour's (OOH) service delivery for this practice population is provided by 'Care UK' when the practice is closed.

Why we carried out this inspection

We carried out a desk-based inspection of this service to follow-up on a previous inspection undertaken on 02 September 2015 where we identified that some improvements were required at the practice.

We carried out a desk-based inspection of Dr Andra Jayaweera at Downhall Park Surgery under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider had made the necessary improvements identified in the inspection on 02 September 2015.

How we carried out this inspection

Before carrying out this desk-based inspection, we reviewed a range of information the practice had sent to us and spoke with Dr Andra Jayaweera.

During the inspection we:

- Reviewed a procedure, a process and audits the practice had undertaken.

Checked the evidence that had been sent to ensure they met the improvements that were required.

Are services safe?

Our findings

As the practice was rated as good for providing safe services during the inspection on 02 September 2015 we did not need to inspect this domain during the focused Inspection on 01 March 2016.

Are services effective?

(for example, treatment is effective)

Our findings

Management, monitoring and improving outcomes for people

The practice demonstrated they had processes and a procedure in place to ensure the recording, and documentation of patient information was consistent.

- There was evidence of recording, and documenting all patient information in a consistent manner to ensure there was sufficient and detailed data within patient records.

- Audits were carried out at the practice to verify that the new procedure and processes had been effective in improving patient records.

The evidence within the audits of medical records and medicine reviews that were undertaken showed they were consistent and detailed enough to meet the clinical note keeping records guidance.

Are services caring?

Our findings

As the practice was rated as good for providing caring services during the inspection on 02 September 2015, we did not need to inspect this domain during the focused inspection on 01 March 2016.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

As the practice was rated as good for providing responsive services during the inspection on 02 September 2015, we did not need to inspect this domain during the focused inspection on 01 March 2016.

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

As the practice was rated as good for providing well-led services during the inspection on 02 September 2015, we did not need to inspect this domain during the focused inspection on 01 March 2016.