

Dr Felix Balaratnam

Inspection report

1 Gillmans Road
Orpington
Kent
BR5 4LA
Tel: 01689822022
<https://gillmansroadsurgery.nhs.uk/>

Date of inspection visit: 21 October 2019
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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

Good 

Are services safe?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

CQC carried out an announced comprehensive inspection at Dr Felix Balaratnam (Gillmans Road Surgery) on 10 May 2016. Overall the practice was rated as good. You can read our findings from our last inspection by selecting the 'all reports' link for Dr Felix Balaratnam on our website at <https://www.cqc.org.uk/location/1-482189920>.

We carried out an announced comprehensive inspection at Dr Felix Balaratnam (Gillmans Road Surgery) on 22 October 2019 as part of our inspection programme under Section 60 of the Health and Social Care Act 2008. The inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014

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 inspection was a comprehensive inspection looking at all key questions.

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 good overall and requires improvement for safe and good for all population groups.

At this inspection we found:

- The provider had reviewed the arrangements for patients having access to a female GP.
- The provider had reviewed their incident reporting procedure to ensure all incidents, including those identified through complaints, were recorded and processed following the incident reporting procedure.

- There was an open and transparent approach to safety and an effective system in place for reporting and recording significant events which all staff were aware of.
- Staff had been trained to provide them with the skills, knowledge and experience to deliver effective care and treatment.
- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The service had a clear vision to deliver high quality care for patients.

The areas where the provider should make improvements are:

- Continue to regularly monitor patients on high risk medicines.
- Formalise a succession plan.
- Develop the system for monitoring referrals.
- Take appropriate action on unplanned admissions and readmissions.
- Monitor and record effectively the alcohol consumption of patients with mental health problems.
- Identify and record patients with caring responsibilities on the clinical system to ensure information, advice and support is made available to them.
- Take action to address the issues identified by the below average patient satisfaction scores of the GP patient survey.
- Give staff protected time to undertake learning and development activities.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneworth BM BS BMedSci MRCGP Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Background to Dr Felix Balaratnam

Dr Felix Balaratnam (Gillmans Road Surgery) is situated in purpose-built accommodation in a residential area of Orpington, in the London Borough of Bromley. Bromley Clinical Commissioning Group (CCG) are responsible for commissioning health services for the locality.

The practice has 2994 registered patients. The practice age distribution differs from the national average. The practice has a larger than average patient population for the 0–19 year age group and a lower than average population over 50 years. The surgery is based in an area with a deprivation score of 4 (with 1 being the most deprived and 10 being the least deprived).

The practice is registered with the CQC as an Individual Provider. Services are provided from one location at 1 Gillmans Road, Orpington, Kent BR5 4LA. Services are delivered under a General Medical Services (GMS) contract. The practice is registered with the CQC to provide the regulated activities of family planning; maternity and midwifery services; treatment of disease,

disorder and injury and diagnostic and screening procedures. Clinical services are provided by the lead GP (male) and two part-time Practice Nurses. There is a Practice Manager, a part-time administrator and two part-time reception staff.

The practice provides the following Directed Enhanced Services (DES): Childhood Vaccination and Immunisation Scheme; Extended Hours Access; Facilitating Timely Diagnosis and Support for People with Dementia; Influenza and Pneumococcal Immunisations; Learning Disabilities; Rotavirus and Shingles Immunisation and Unplanned Admissions. (Enhanced Services are services which require an enhanced level of provision above what is expected under a core GMS contract).

Patients needing urgent care out of normal hours are advised to contact the OOH number 111 which directs patients to a local contracted OOH service or Accident and Emergency, depending on patients' medical urgency.