

# Dr Thavapalan

## Inspection report

55 Littleheath Road

Bexleyheath

Kent

DA7 5HL

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Date of inspection visit: 26 July 2019

Date of publication: 03/10/2019

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.

# Overall summary

We carried out an announced comprehensive inspection at Dr Thavapalan on 29 March 2019.

At that inspection, we found that:

- The practice was not monitoring high risk medicines in accordance with guidance and recommendations.
- The practice did not have all recommended emergency medicines and had not assessed the need for these.
- Defibrillator pads attached to the practice defibrillator had expired.
- Not all prescriptions were secured and monitored.
- Risks associated with fire, infection control and legionella were not adequately assessed.

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 rated the practice requires improvement overall and we rated them as inadequate for providing safe services.

Because of the concerns found at that inspection, we served the provider with a warning notice for breaches of regulation 12 (Safe care and treatment) of the Health and

Social Care Act 2008 (Regulated Activities) Regulations 2014 which we asked them to have become compliant with by 31 May 2019.

We carried out this focussed follow up inspection on 26 July 2019. We carried out this inspection to check whether the provider had made enough improvements to become compliant with regulations 12. The practice was not rated on this occasion.

At this inspection, we found that:

- The provider had implemented improvements to address breaches of regulations 12.
- The practice had audit protocols in place for clinicians and reception staff to follow in relation to the management of patients on high risk medicines
- Legionella risk assessment had been undertaken and associated remedial actions completed.
- Infection prevention and control audit had been completed and remedial actions taken.
- Fire risk assessment had been completed and associated remedial works arranged.
- Appropriate emergency medicines and equipment were in stock and fit for use.

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

**Please refer to the detailed report and the evidence tables for further information.**

## Population group ratings

## Our inspection team

Our inspection team was led by a CQC lead inspector and supported by a GP specialist advisor.

## Background to Dr Thavapalan

Dr Thavapalan is located at 55 Littleheath Road, Bexleyheath, Kent, DA7 5HL.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening

procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury.

Dr Thavapalan is situated within Bexley Clinical Commissioning Group (CCG) and provides services to approximately 5050 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has recently taken on between 700 and 800 patients over a period of 12 months from a nearby practice which closed in March 2019. The practice told us that this had presented a challenge both to contend with the administrative burden of associated with registering these patients and to ensure that their care and treatment was optimised.

The practice is a single-handed GP practice led by a male GP. We were told that the provider is in the process of becoming a partnership. The incoming partner is a female and there is a male salaried GP. The practice

provides a total of 14 GP sessions. There is a nurse prescriber working 0.75 whole time equivalent. In addition, the service employs a part time health care professional / diabetes clinical auditor and a part time assistant practitioner.

There are comparable numbers of patients of working age registered with Dr Thavapalan compared with the national average and higher numbers of patients over the age of 65. The age demographics were broadly comparable to those of other practices within the CCG although this practice has a slightly lower proportion of children. The percentage of patients not in employment

was comparable to the national average and the practice has a slightly higher proportion of patients with long standing health conditions. The National General Practice Profile states that 14% of the practice population is from a black ethnic background. Information published by

Public Health England rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice has lower levels of deprivation affecting children and half the level of deprivation affecting older people compared to the national average.