

Dr Mannath Ramachandran

Inspection report

Medic House
Ottawa Road
Tilbury
Essex
RM18 7RJ
Tel: 01375 855288

Date of inspection visit: 24 June 2019
Date of publication: 10/09/2019

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.

Ratings

Overall rating for this location

Are services safe?

Are services effective?

Are services responsive?

Are services well-led?

Overall summary

Dr Mannath Ramachandran's practice was previously inspected in April 2018. An unrated unannounced focused inspection was carried out following concerns received about the practice. As a result of the inspection, we issued two requirement notices for regulation 17, good governance and regulation 12, safe care and treatment to ensure the practice made appropriate improvements.

We carried out an announced focused inspection at Dr Mannath Ramachandran on 24 June 2019. The focused inspection was to review whether the provider had made necessary improvements and was compliant with the requirement notices. We also looked at the governance arrangements and the leadership of the practice. The practice was not rated at this inspection.

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.

This was an unrated focused inspection.

Previously we found:

- The practice had ineffective systems to monitor and assess emergency medicines.
- Policies and procedures were not regularly reviewed and updated.
- We found vaccinations had been ordered, stored and checked in accordance with national guidelines, however legal authorisation for staff to administer vaccines had not been completed by all staff.
- We found inconsistencies in the management of the cold chain procedure. Staff who had responsibility for checking fridge temperatures did not fully understand the process. The practice had a cold chain policy, however it had not been followed by the practice and did not outline important information.
- There had been no infection prevention control policy or audit completed since 2015. The practice did not have a designated lead to ensure these duties were carried out.
- Complaints and significant events had been documented and investigated appropriately but were not being shared with staff.

- Locum staff that were employed by the practice were not given adequate supervision or support.
- There was a lack of clinical oversight and support leading to increased areas of risk and ineffective procedures.

What we found at our June 2019 inspection:

- The practice had strengthened their governance arrangements to ensure there was adequate oversight and support for the staff and service.
- Policies and procedures had been reviewed and updated.
- The process to ensure authorisations for staff to administer vaccines had been strengthened. We found all required staff had been given adequate authorisation by the lead GP.
- The practice had improved the systems for the management of cold chain procedures. We found cold chain had been followed effectively and staff we spoke with on the day were aware of what to do if there was a break in cold chain.
- Systems and processes to monitor infection prevention control had been improved. A designated individual had been made responsible for the monitoring of infection control, an updated policy was available to staff and an annual infection control audit had been completed.
- We found the systems to monitor and assess emergency medicines were still ineffective. The practice did not have access to all recommended emergency medicines and had not carried out a risk assessment. On the day of the inspection, the practice had ordered all relevant medicines.
- We found the monitoring of emergency equipment to be ineffective. The practice had not carried out checks of the defibrillator or medical gasses such as oxygen in line with national guidance.
- Complaints and significant events had been documented and investigated appropriately and we found lessons learnt had been shared with staff during practice meetings.
- The practice had improved the supervision for locum staff working at the practice. Locum staff were supervised by the practice manager and lead clinician.

The areas where the provider should make improvements are:

- Establish effective systems and processes for the monitoring of emergency medicines and equipment.

Overall summary

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated
Care

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to Dr Mannath Ramachandran

Dr Mannath Ramachandran also known as Medic House is located in Tilbury, Essex. The practice has a general medical services (GMS) contract with the NHS.

- There are approximately 3000 patients registered at the practice.
- The practice provides services from Medic House, Ottawa Road, Tilbury, Essex and their branch site, 8 Coronation Ave, East Tilbury, Tilbury, Essex.
- The practice is registered with the Care Quality Commission as a sole provider. There is one lead GP registered. The GP is supported by a practice manager, reception and administration staff all working a variety of full and part-time hours. A locum nurse is employed to carry out the nursing duties.
- The practice is open Monday to Friday between 8.30am and 6.30pm but is closed Thursday afternoons and at weekends. During closing time, including Thursday afternoons, patients are directed to the out of hour's service by calling the practice.
- National data indicates that people living in the area are third most deprived decile of the deprivation scoring in comparison to England as a whole.
- The practice provides services to a higher than national average of patients aged below 18 years.