

# Abbeyslade PMS - Dr Chand

## Inspection report

111 Basildon Road  
Abbey Wood  
London  
SE2 0ER  
Tel: 02083113917  
www.basildonroadsurgery.co.uk

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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?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Abbeyslade PMS – Dr Chand also known as Basildon Road Surgery on 18 November 2018 as part of our inspection programme.

At the last inspection on 11 April 2018 we rated the practice as requires improvement overall because:

- We found the practice failing to provide care and treatment in a safe way for service users
- The practice nurse had not undertaken the required mandatory training for persons deployed in her role.
- Staff were not aware of the designated fire marshals, safeguarding and infection control leads within the practice.
- Arrangements were not in place to ensure end of life patients received co-ordinated care, including the involvement of family members and the palliative care team.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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 good for all population groups.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
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Whilst we found no breaches of regulations, the provider **should:**

- Improve the waiting times and available appointments for patients within the practice.
- Explore ways to gather the feedback of all patients who use the practice.
- Explore with reception staff, ways to ensure patient privacy and dignity is maintained at the reception desk.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser.

## Background to Abbeyslade PMS - Dr Chand

Abbeyslade PMS – Dr Chand is located at 111 Basildon Road, Abbey Wood, London, SE2 0ER. The surgery has good transport links.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice is situated within the Greenwich Clinical Commissioning Group (CCG) and provides services to 4741 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 registered with the CQC in April 2013 and is run as a partnership.

The clinical team consists of two GP partners (male and female) a long-term female locum GP, three female

practice nurses, an assistant practitioner and a lead pharmacist and several administration staff, including a medical secretary and practice manager. The practice currently offers 190 GP appointments per week and 237 nurse appointments per week. There are four treatment rooms, all of which are on the ground floor. There is wheelchair access and baby changing facilities.

The National General Practice Profile states that of patients registered at the practice 12.6% are from an Asian background, 54.7% are white, 25.8% are black and a further 6.9% originate from mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.