

# Dr Ravindrasena Muthiah

## Inspection report

Salisbury Surgery  
178 Dawes Road, Fulham  
Fulham  
SW6 7HS  
Tel: 02073819195  
www.salisburysurgery.nhs.uk

Date of inspection visit: 10 and 17 September 2020  
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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	Inspected but not rated	●
Are services safe?	Inspected but not rated	●
Are services effective?	Inspected but not rated	●
Are services well-led?	Inspected but not rated	●

# Overall summary

We carried out an announced focused inspection at Dr Ravinsendra Muthiah on 10 and 17 September 2020.

This report was created as part of a pilot which looked at new and innovative ways of fulfilling CQC's regulatory obligations and responding to risk in light of the Covid-19 pandemic. This was conducted with the consent of the provider. We obtained the information in it by undertaking a remote clinical records review, desk-based inspection and a short on-site visit at the practice premises. As part of the desk-based inspection a GP specialist advisor spoke with the Lead GP by telephone and we have reviewed documentary evidence submitted by the practice.

The practice was previously inspected on 11 February 2020. Following this inspection, the practice was rated Inadequate overall and in the safe, effective and well-led domains and placed in special measures. We issued warning notices for breaches of Regulation 12 (safe care and treatment) and Regulation 17 (good governance). The practice was required to address the concerns regarding Regulation 12 by 08 April 2020 and for Regulation 17 by 10 June 2020.

We did not review the ratings awarded to this practice 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.

We found the provider had not made sufficient improvements in providing safe services regarding:

- The safe management of medicines.
- Safe care and treatment including missed diagnoses.
- Safeguarding systems.
- Recruitment checks.
- Infection prevention and control.
- The management of patient safety alerts.
- Fire safety practices.
- Premises management.
- Premises risk assessments.
- Cold chain.

We found the provider had not made sufficient improvements for providing effective services regarding:

- Staff did not have the skills, knowledge and experience to deliver effective care, support and treatment.
- Clinical supervision for the healthcare assistant
- Appraisals for the healthcare assistant.

We found the provider had not made sufficient improvements to concerns we found in the well led domain. They could not demonstrate they had:

- Effective processes in place for managing risks, issues and performance.
- A fail-safe system to monitor and manage patients who had been referred via the urgent two week-wait referral system.
- A fail-safe system to monitor and manage patient safety alerts.
- A fail-safe system in place to safely manage and monitor cervical smear screening.

The areas where the provider **must** make improvements are:

# Overall summary

- Ensure that care and treatment is provided in a safe way.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

The service will remain in special measures until we have undertaken the next inspection and this will be reviewed at that time. This will be kept under review and if needed could be escalated. Where necessary, another inspection will be conducted within a further six months, and if there is not enough improvement, we will move to close the service by adopting our proposal to remove this location or cancel the provider's registration.

Special measures will give people who use the service the reassurance that the care they get should improve.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Not inspected</b>	
<b>People with long-term conditions</b>	<b>Not inspected</b>	
<b>Families, children and young people</b>	<b>Not inspected</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

Our team consisted of a CQC lead inspector, a GP specialist advisor and a second CQC inspector.

## Background to Dr Ravindrasena Muthiah

Dr Ravindrasena Muthiah is located at 178 Dawes Road, Fulham, London, SW6 7HS. The provider is the owner of the practice building. There are good transport links with tube stations and bus services nearby.

The practice provides NHS services through a General Medical Services (GMS) contract to patients and is part of a local network of GP practices called the South Fulham Network.

We have inspected the provider on three previous occasions. At our first inspection in June 2016 we rated the provider as being good overall, requires improvement in the effective domain and good for all patient population groups and good in all other domains. We followed up the requires improvement rating for the effective key question at our inspection in February 2018 and we rated the practice as being good overall and, in all domains, and population groups. Following an Annual Regulatory Review (ARR) we undertook an inspection on 11 February 2020. At this inspection, we re-rated the provider as inadequate overall, inadequate in the key questions safe, effective and well led and in all patient population groups. The key questions of Responsive was rated as requires improvement and caring was rated good.

The full comprehensive report of the previous inspection can be found by selecting the 'all reports' link for Dr Ravindrasena Muthiah on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

There is a single-handed GP in place who runs the service at the practice. They employ a temporary deputy practice manager who works 1-2 sessions per week; a locum agency nurse and reception/administration staff.

The practice provides NHS primary care services to approximately 1130 patients, and operates under a General Medical Services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. The practice is part of the Hammersmith and Fulham GP Federation and the NHS North West London Clinical Commissioning Group (CCG).

The practice was registered with the Care Quality Commission in October 2013 to carry out the following regulated activities: diagnostic and screening procedures, treatment of disease, disorder or injury, maternity and midwifery service and family planning.

The practice population is in the fifth most deprived decile in England. Public Health England rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice reception is open Monday-Friday between 8:00am-6:30pm. Appointments are available to patients Monday-Friday between 8:00am-10.00am and 4.00pm-6:00pm only. Patients may book appointments by telephone, online or in person.

When the practice is closed, patients are directed to contact the local out of hours service and NHS 111. Out of hours services are provided by London Central and West and contact details are communicated in a recorded message accessed by calling the practice when it is closed, or by accessing the information on the practice website.

Patients can book appointments up to three weeks in advance online, in person or by telephone. Extended hours services are available at three practices across the borough in the evening between 6.30pm-8.00pm or at the weekend. During the practice's opening hours, patients may request to book an appointment at one of these sites for an evening or weekend appointment. On Saturdays, at all sites, pre-bookable practice nurse appointments are available which can be booked through the practice. Information is available on the practice website regarding GP extended hours services open to all patients in the borough running 7 days a week in Hammersmith and Fulham.