

Dr Ramesh Sharma

Quality Report

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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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of the practice on 22 April 2015. Breaches of legal requirements were found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet the legal requirements in relation to the breaches of Regulation 12 HSCA (Regulated Activities) Regulations 2014 Regulation 12: Safe care and treatment 12(c).

We undertook this focussed inspection on 15 October 2015 to check that they had followed their plan and to confirm that they now met the legal requirements. This report covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Dr Ramesh Sharma on our website at www.cqc.org.uk. Overall the practice is rated as Good.

Following this focused inspection we rated the practice as good at providing safe services.

Our key finding was as follows:

- The practice had addressed the issue identified during the previous inspection. Staff had undertaken training in fire safety and the practice nurse's basic life support refresher training had been renewed. Chaperone training had been booked.
- Risks to patients were assessed and managed, including those for infection control.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services. Risks to patients were assessed and managed for health and safety, infection control and responding to emergencies. Staff had undertaken the required training.

Good



Summary of findings

Dr Ramesh Sharma

Detailed findings

Why we carried out this inspection

We undertook a focussed desk-based inspection of Dr Ramesh Sharma on 15 October 2015. This is because the service had been identified as not meeting some of the legal requirements and regulations associated with the Health and Social Care Act 2008.

We found that staff did not have training in chaperoning, fire safety and the practice nurse's basic life support refresher training had expired. The practice had not protected people against the risk of the spread of, infections, including those that are health care associated.

The inspection focused on one of the five questions we ask about services; is the service safe? This is because the service was not meeting a legal requirement related to this.

Are services safe?

Our findings

Reliable safety systems and processes including safeguarding.

At our previous inspection we found that no chaperone training had been undertaken by staff. However they were able to talk us through the role of being a chaperone. At this inspection the practice provided us with evidence that staff had been booked to attend the training at the beginning of November 2015.

Cleanliness and infection control

During our previous inspection, concerns were identified regarding the lack of chairs that could be easily cleaned in the patient waiting area and the lack of a cleaning log to demonstrate that the practice was cleaned. The practice had made improvements to standards of cleanliness and hygiene. A cleaning log was available for three months that detailed the cleaning undertaken to ensure the premises were clean. The practice had sought the services of a

professional company who were undertaking steam cleaning of the chairs on a regular basis. We were provided with evidence to demonstrate that these actions were being carried out.

At the previous inspection we found that for the disposal of sharps used for cytotoxic injections; purple lidded sharps bins were not used as recommended, instead the practice used yellow lidded bins. The practice had made improvements and purchased the recommended purple lidded sharps bins. Photographic evidence of this was provided.

Arrangements to deal with emergencies and major incidents

At our previous inspection we found that the practice nurse had not renewed their basic life support training, staff had not undertaken fire safety training and the practice were not carrying out regular fire drills. At this inspection we found that improvements had been made. The practice provided evidence to demonstrate that nurse had undertaken the basic life support training in August 2015. All staff at the practice had undertaken fire safety training and regular fire drills were being consistently practised.