

# Dr Sivasailam Subramony

## Inspection report

Medina Medical Centre  
3 Medina Road  
Luton  
Bedfordshire  
LU4 8BD  
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Date of inspection visit: 16 January 2019  
Date of publication: 11/03/2019

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

Inadequate



Are services safe?

Inadequate



Are services well-led?

Inadequate



# Overall summary

We carried out an announced focused inspection at Dr Sivasailam Subramony also known as Medina Medical Centre on 16 January 2019. This inspection was undertaken to follow up on the notice of decision to suspend the provider from carrying out regulated activities for a period of four months from 27 September 2018 to 27 January 2019.

The practice received an overall rating of inadequate at our inspection on 24 August, 4 September and 20 September 2018 and this will remain unchanged until we undertake a further full comprehensive inspection.

The full comprehensive report from the August/September 2018 inspection can be found by selecting the 'all reports' link for Dr Sivasailam Subramony on our website at .

Following the inspection, the provider was suspended from delivering regulated activities for a period of four months. During this time a caretaker provider held a temporary contract to deliver the regulated activities from Medina Medical Centre. The responsibility for the management of staff and the improvements required to be made remained with the provider. The provider had access to the premises in the evenings and weekends outside of the hours patients were present in the practice.

At this inspection we found:

- There remained a systematic lack of leadership and governance at the practice.
- The provider did not have a policy in place to ensure they had clinical oversight of the work being done by healthcare professionals in their employment. There was no effective process in place to assess and monitor the quality of the services provided.
- Risks to patients and staff were not being identified and acted on. Risk assessments had not been completed including those for fire safety, legionella, infection prevention and control and disability access.
- The practice had developed some policies and procedures. They did not contain up to date, relevant and practice specific information. There were some essential policies not available.
- Pre-employment checks had not been completed for staff members recruited since the previous inspection.
- Some improvements had been made to the practice in relation to infection, prevention and control. We found the policy in place to manage this did not contain sufficient information.

- There were no documented channels for staff to speak up and no information of external agencies they could approach. The practice had a whistle blowing policy that we reviewed and found it did not contain adequate information and was not specific to Medina Medical Centre.
- Clinical audits identified to be completed by the provider did not demonstrate quality improvement specific to the practice. There was no schedule or audit tool available for the completion of clinical audits.
- Some improvements had been made to the practice that included the installation of a fire alarm system, changes to the flooring, identification of a disabled parking bay and installation of a hearing loop. However, in the absence of risk assessments we were not assured that sufficient actions had been taken.

The areas where the provider **must** make improvements as they are in breach of regulations are:

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

As a result of insufficient improvements made to the breaches of the regulations and the risk this posed to patients, the Care Quality Commission decided to extend the suspension of the provider's registration to carry out the regulated activities of diagnostic and screening procedures, maternity and midwifery services, surgical procedures, treatment of disease disorder or injury, under section 31 of the Health and Social Act 2008. This is because we believe that a person will or may be exposed to the risk of harm if we do not take this action.

Section 31 of The Health and Social Care Act 2008 allows the Commission to decide under section 18 to suspend the registration or extend a period of suspension. A Notice of Decision was served on the provider on Thursday 27 September 2018 and the providers registration was suspended from 2pm the same day. A further Notice of Decision was served on the provider on 22 January 2019 to extend the suspension.

The provider, who is a single-handed provider, is therefore unable to carry on the regulated activities for a further period of two months and two weeks at or from the following location, Dr Sivasailam Subramony (also known

# Overall summary

as Medina Medical Centre), 3 Medina Road, Luton, Bedfordshire LU4 8BD. The provider is no longer providing care or treatment from Dr Sivasailam Subramony (also known as Medina Medical Centre), 3 Medina Road, Luton, Bedfordshire LU4 8BD. Other arrangements have been put in place to provide services to patients at the surgery.

In addition we are taking action in line with our enforcement procedures to begin the process of preventing the provider from operating the service. This will lead to cancelling their registration or to varying the terms of their registration within two months and two weeks if they do not improve. The service will be kept under review and if

needed could be escalated to urgent enforcement action. Where necessary, another inspection will be conducted within two months and two weeks, and if there is not enough improvement we will move to close the service by adopting our proposal to vary the provider's registration to remove this location or cancel the provider's registration.

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

**Please refer to the evidence table for further information.**

## Our inspection team

Prior to the inspection we carried out a desk based review of evidence on 11 January 2019, our inspection team was led by a CQC lead inspector and included a CQC inspection manager and a CQC national clinical advisor.

For the site visit carried out on 16 January 2019 our inspection team was led by a CQC lead inspector and included a CQC inspection manager.

## Background to Dr Sivasailam Subramony

Dr Sivasailam Subramony provides a range of primary medical services to the residents of Luton and the surrounding area. The practice provides services from its location of Medina Medical Centre, 3 Medina Road, Luton, Bedfordshire, LU4 8BD.

The provider is registered with the CQC to provide the following regulated activities:

- Diagnostic and screening procedures
- Treatment of disease, disorder or injury
- Maternity and midwifery services
- Surgical procedures

At the time of the inspection, the provider was suspended from providing these activities. A neighbouring practice held a temporary caretaker contract to provide the regulated activities. The caretaker provider was not inspected as part of this inspection.

The practice population is ethnically diverse with a higher than average number of patients aged between five and 18 years, and a lower than average number of patients

aged over 65 years. National data indicates the area is one of mid to high deprivation. The practice has approximately 6,060 patients and services are provided under a general medical services contract.

The practice has a male principal GP and uses a regular female locum GP. There is a practice nurse and a health care assistant, both female. There are a team of reception and administrative staff led by an interim practice manager.

At the time of the inspection, the practice had recruited a part-time, temporary practice manager to provide support and training for the interim practice manager. Neither the principal GP or the practice nurse were working in the practice. The caretaker provider was providing clinical staff, clinical leadership and oversight for the practice to carry out the regulated activities.

The practice is open from 8am to 6.30pm daily. When the practice is closed out of hours services are provided by Herts Urgent Care and can be accessed via the NHS 111 service.