

# Dr Kaushal Kishore Misra

## Inspection report

Borough Medical Centre  
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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



# Overall summary

We carried out an announced comprehensive inspection of the practice on 31 January 2019 as part of our inspection programme.

Our judgement of the quality of care at this service is based 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 practice as rated as requires improvement overall.**

We concluded that:

- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- People's needs were met by the way in which services were organised and delivered.

However, we also found that:

- People were not always adequately protected from avoidable harm and abuse.
- The delivery of high quality care was not always assured by effective governance procedures.

The areas where the provider **must** make improvements 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.

## **Professor Steve Field (CBE FRCP FFPH FRCGP)**

Chief Inspector of General Practice

## Population group ratings

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

## Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor and a second inspector.

## Background to Dr Kaushal Kishore Misra

Dr Kaushal Kishore Misra provides primary medical services from Borough Medical Centre in Southwark to approximately 2,600 patients. The practice is part of Southwark Clinical Commissioning Group (CCG). The practice area is in the fourth most deprived borough in England. The practice population has a higher than national average representation of income deprived children and older people. The majority of the practice population is of working age; approximately 75% are aged 16-65. The practice population of people aged 65 and over is approximately 9.5%. Of patients registered with the practice, 25% are predominantly from a Bangladeshi background, 23% are from a White background and 13.7% from Black backgrounds.

The practice is registered as an individual GP provider and is located at Borough Medical Centre, which is shared with another GP who is registered separately with the CQC. The practice has ground floor ramped access. All consulting rooms and facilities are on the ground floor. The practices share some facilities such as the waiting room area, toilets, meeting rooms, staff room, however the clinical rooms and consultation rooms are not shared between practices. The practices do not share staff.

Dr Kaushal Kishore Misra's practice team is made up of one male GP, one part-time sessional male GP, a

self-employed practice nurse, a practice manager, two reception staff and one administrative staff member. The practice operates under a General Medical Services (GMS) contract, which is one of three main contracting

routes a practice has with NHS England. The practice is subscribed to the Quality and Outcomes Framework (QOF) which incentivises practice performance.

The practice has opted out of providing out of hours (OOH) services to their own patients and directs patients to the out-of-hours provider. The practice is involved in a project as part of Southwark CCG, directing patients to an extended access service within the locality which is open from 8am to 8pm, seven days a week. The practice, when it is not open for appointments, directs patients to this service, to provide wider choice of appointment times and more appointments for patients registered with the practice.

Dr Kaushal Kishore Misra is registered with the Care Quality Commission at Borough Medical Centre, to provide the regulated activities of diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder and injury.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment  The practice had failed to identify and mitigate the risks relating to the accessibility and regular checking of emergency medicines and equipment. The provider had not ensured recruitment processes were followed in line with regulations for staff not directly employed by the practice. The provider had failed to monitor and mitigate risks related to the low uptake of cervical screening.
Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance  Governance processes were not effective to identify and mitigate risks associated with the monitoring of training within the practice, documentation of actions following complaints and medicine and safety alerts, the lack of documented evidence of clinical supervision of staff and the duplication of practice policies being available to staff.