

Dr S. Young, Dr S. Sivarajan and Dr H. Singh

Inspection report

Forge Close
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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 Dr S. Young, Dr S. Sivarajan and Dr H. Singh on 6 March 2019 as part of our inspection programme.

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 providing safe, effective, caring responsive and well led services.

We have rated the practice as good for providing effective and responsive care to older people, people with long term conditions, families, children and young people, working age people, those whose circumstances may make them vulnerable and those experiencing poor mental health.

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. Leaders had the capacity and skills to deliver high-quality, sustainable care. They had a shared purpose, strived to deliver and motivated staff to succeed.
- Feedback from patients who used the service, those close to them and external stakeholders was continually positive about the way staff cared for patients.
- Staff told us they felt supported and engaged with managers and there was a strong focus on continuous learning and improvement at all levels of the organisation.

Whilst we found no breaches of regulations, the provider **should:**

- Consider placing alerts on the record of family members if a child in the household was on the at-risk register.
- Consider ways to increase the identification of carers.
- Continue with the clinical audit process and evidence quality improvement by conducting two cycle audits.
- Implement the recommendations of the Legionella risk assessment that had been carried out on 11 July 2018.
- Review and work towards decreasing the prescribing of antibiotics for uncomplicated urinary tract infections.
- Continue monitoring and improving the process for monitoring patients' health in relation to the use of high risk medicines (for example, warfarin, methotrexate and lithium) with appropriate monitoring and clinical review prior to prescribing.

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

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
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 lead inspector and included a GP specialist adviser.

Background to Dr S. Young, Dr S. Sivarajan and Dr H. Singh

Dr S. Young, Dr S. Sivarajan and Dr H. Singh, also known as Forge Close Surgery, is located within the Bromley local authority and is one of 44 practices serving the NHS Bromley CCG area. It provides primary medical services to approximately 6,600 patients.

Information published by Public Health England rates the level of deprivation within the practice population group as tenth on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has a large proportion of patients registered of working age; 59.3% are aged 18-64 and is comparable to the CCG and national averages of 61% and 62% respectively. Of the patients registered with the practice, 90.7% are White British, 2.5% are from mixed race ethnic groups, 3.9% are Asian, 2.2% of Black African with the remaining 0.7% being of other races.

The practice has two female GP Partners and one male GP Partner who are contracted to provide General Medical Services and who are registered with the CQC for the following regulated activities: treatment of disease, disorder or injury; maternity and midwifery services; family planning; surgical procedures, and diagnostic and screening procedures.

The practice provides a range of services including maternity care, childhood immunisations, chronic disease management and travel immunisations and a

number of enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract) including childhood immunisation, minor surgery, coil fitting, learning disability health checks, extended opening hours, and rotavirus and shingles immunisations. Private travel vaccinations are offered in addition to those available free of charge on the NHS.


The remainder of the clinical team at Forge Close Surgery is made up of one male salaried GP, two practice nurses, one phlebotomist and a clinical pharmacist assisted by a non-clinical team comprising of a practice manager, assisted by an office manager, eight reception/administrative staff, a medical secretary and a prescribing clerk.

The practice provides health care services to the local population and is located within a purpose built single floor facility. There are three consulting rooms, one treatment room, administrative rooms, reception area and a waiting room. There are facilities for disabled patients and staff including an automatic front door and toilets.

Appointments are available from Monday to Friday between 8am and 6.30pm. The surgery doors are open and the telephone line is switched to the surgery at these times.



The practice is part of a GP Federation called Bromley GP Alliance where further appointments are available between 4 pm to 8pm during the week and between 8am to 8pm at weekends.



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 by providing access details on their answerphone, on the website and on the outer door.