

# Dr Avinash Suri

## Inspection report

34 New North Road  
Hainault  
Ilford  
IG6 2XG  
Tel: 02085013431

Date of inspection visit: 21 and 26 June 2023  
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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?

Requires Improvement 

Are services well-led?

Good 

# Overall summary

We carried out an announced focused inspection at Dr Avinash Suri (also known as Hainault Surgery) on 21 and 26 June 2023. Overall, the practice is rated as Good.

Safe - Good

Effective – Requires improvement

Well-led – Good

Following our previous inspection on 2 and 8 August 2022, the practice was rated inadequate overall and for the above key questions. It was rated for Good for the Caring and Responsive key questions.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Dr Avinash Suri on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection on 21 and 26 June 2023 to follow up breaches of regulation from our previous inspection in line with our inspection priorities.

## How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site visit.

## Our findings

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 that:

- The practice had established systems and processes that kept patients safe and protected them from avoidable harm.
- Patients received care and treatment that met their needs in a timely fashion.
- The practice had implemented a programme of clinical and quality improvement audits.

# Overall summary

- Staff had the skills and knowledge to carry out their role effectively.
- There was oversight and monitoring of the work of clinical staff working at the practice by the providers.
- The practice had systems in place to manage and mitigate risk relating to the practice.
- Systems and processes to learn and improve from incidents that occurred at the practice had been embedded.
- The way the practice was led and managed promoted the delivery of person-centre care.
- The providers had a suite of policies and procedures in place to assist in the governance of practice.
- The practice now had a functioning patient participation group (PPG)

Whilst we found no breach of regulation, the provider **should:**

- Make arrangements for a separate fire and infection prevention control risk assessments to be undertaken.
- Continue with programme of increasing uptake of childhood vaccinations.
- Maintain monitoring of all patients ongoing needs in accordance to national guidelines.
- Continue with programme of increasing uptake of cervical screening.

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with the providers using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Dr Avinash Suri

Dr Avinash Suri is based at:

34 New North Road

Hainault

Ilford

Essex

IG6 2XG

The providers are registered with CQC to deliver the following Regulated Activities:-

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

The practice is situated within the North East London Integrated Care System and delivers Primary Medical Services (PMS) to a patient population of about 3,400. This is part of a contract held with NHS England.

The practice is part of a wider network of the local GP Primary Care Network (PCN). This PCN is made up of three GP practices within this geographical area.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth lowest decile (6 of 10). The lower the decile, the more deprived the practice population is relative to others.

The practice is run by a sole provider alongside an incoming GP partner, who are supported by a team of three long-term locum GPs who provide clinical care at the practice. There is a practice nurse who works five hours per week. The clinical staff are supported by a team of part-time reception staff, a part-time practice manager, a deputy practice manager and a part-time business manager. The practice has a directly employed clinical pharmacist as well as access to the local PCN clinical pharmacist, a physician associate and a social prescriber.

Information published by the UK Health Security Agency shows that deprivation within the practice population group is in the second lowest decile (six of ten). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is approximately 62% White, 8% Black, 22% Asian, 4% Mixed, and 4% Other.

The practice is open between 8.30am to 7.00pm Monday to Friday, with appointment times as follows:-

- Monday: 10am - 1pm; 4:30pm - 6:30pm
- Tuesday: 10am - 1pm; 4:30pm - 6:30pm
- Wednesday: 10am - 1pm; 4:30pm - 6:30pm
- Thursday: 9:30am - 12:30pm; 5pm - 6:30pm
- Friday: 11am - 2pm; 4:30pm - 6:30pm

Extended access is provided locally by an external hub, where late evening and weekend appointments are available.