

# Dr Bhupinder Batra

## Inspection report

Waldron Health Centre  
Stanley Street  
London  
SE8 4BG

Tel: 020 3049 3650

[www.waldronfamilygppractice.co.uk](http://www.waldronfamilygppractice.co.uk)

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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.

# Overall summary

Dr Bhupinder Batra is a provider registered with CQC.

We carried out an inspection of the provider on 3 July 2019 to follow up concerns raised at our inspection on 20 February 2019. The practice was rated inadequate overall and put in special measures.

## At the inspection in February 2019 we found that:

- The practice did not have clear systems and processes to keep patients safe.
- The practice did not have appropriate systems in place for the safe management of medicines.
- The practice did not have appropriate medicines and equipment for the safe management of medical emergencies.
- There was not an effective system in place to ensure all safety alerts were received and acted on.
- The practice did not ensure staff who required professional indemnity had this in place.
- The practice was unable to show that staff had the skills, knowledge and training to carry out their roles.
- The practice was unable to show that it always obtained consent to care and treatment.
- The provider had not ensured there were consistent systems to identify and follow up children living in disadvantaged circumstances and who were at risk.
- The practice had not ensured that exception reporting had been undertaken following assessment by a clinician.
- While the practice had a clear vision, that vision was not supported by a credible strategy.
- The overall governance arrangements were ineffective. The provider had not ensured that all staff had received essential training required to perform their role.
- The practice did not have clear and effective processes for managing risks, issues and performance.
- The practice did not always act on appropriate and accurate information.

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.

This inspection was an announced focused inspection carried out on 3 July 2019 as part of our inspection

programme. This report covers our findings in relation to the actions we told the practice they should take to improve. Following the February 2019 inspection arrangements had been made for this service to merge with another service. While many steps had been taken towards the merger, at the time of this inspection the legally responsible provider remained the same.

## At this inspection we found that:

- The practice had addressed most of the concerns identified in the Warning Notices and there was evidence of actions taken in response to concerns identified in the warning notices served on 13 March 2019.
- Risks associated with the premises, for example infection prevention and control, had either been addressed or were in the process of being addressed.
- Arrangements for managing the cold chain had improved and were managed in line with national guidelines.
- There was an effective system in place to ensure safety alerts were received and acted on.
- There were gaps in staff training. This was a concern identified at our last inspection.
- The provider had oversight to ensure clinical staff had the appropriate indemnity insurance in place.
- The provider had systems in place to ensure and check consent to care and treatment was sought in line with legislation and guidance and this was recorded.
- Governance arrangements had not improved as not all policies were operating as intended; the policy framework in place did not cover all areas of operation. For example, policies to monitor essential training for staff.
- It was not clear how the provider used data to monitor and improve performance. Exception reporting figures in relation to the Quality Outcomes Framework (QOF) we saw were very low.

The areas where the provider **should** make improvements are:

- Continue with work to monitor staff training and upgrade the premises in light of infection control audits.
- Review the policy framework to ensure all policies are operating as intended. For example, policies to monitor essential training for staff.
- Continue with planned activities to monitor and improve performance.

# Overall summary

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated  
Care

**Please refer to the detailed report and the evidence  
tables for further information.**

## Our inspection team

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

## Background to Dr Bhupinder Batra

Dr Bhupinder Batra, also known as Waldron Family Practice, is a general practice (GP) providing NHS primary care services to around 5,800 registered patients in New Cross within the NHS Lewisham Clinical Commissioning Group (CCG) area. NHS Lewisham Clinical Commissioning Group (CCG) is made up of 44 local GP surgeries.

Dr Bhupinder Batra operates from the first floor of the Waldron Health Centre Stanley Street, London, SE8 4BG. Dr Batra is a single-handed GP working full time. The practice is supported by five regular locum GPs. Other clinical staff included a practice nurse working 28 hours per week. The practice also employs a full-time practice manager, a deputy practice manager, a health care assistant (who was due to start in March 2019) and six reception and administrative staff.

Lewisham is a London borough in south-east London and forms part of Inner London. In Lewisham deprivation levels are significantly worse than the England average. Demographic information for Lewisham shows the number of people between 20 and 39 and children under ten is significantly higher than the England average. Census data shows an increasing population and a higher

than average proportion of Black and Minority Ethnic residents in Lewisham. Information for Dr Bhupinder Batra shows a lower than average proportion of patients registered aged 65 and over.

The practice has a Personal Medical Services (PMS) contract and provides a full range of essential, additional and enhanced services including maternity services, child and adult immunisations and family planning. PMS contract is a locally agreed alternative to the standard GMS contract used when services are agreed locally with a practice which may include additional services beyond the standard contract.

The practice is open between 8am and 6.30pm Monday-Friday. Late evening appointments are available on Tuesday and Wednesday evenings up to 7:30pm. The practice has opted out of providing out-of-hours services to their own patients. Patients could access the out of hours service Seldoc by contacting NHS 111.

Further information about the practice can be obtained through their website at:  
[www.waldronfamilygppractice.co.uk](http://www.waldronfamilygppractice.co.uk)