

# Dr Nagala Ramesh

## Inspection report

7 Railway Street  
Gillingham  
Kent  
ME7 1XG  
Tel: 01634 851193  
[www.railsidesurgery.co.uk](http://www.railsidesurgery.co.uk)

Date of inspection visit: 9 May 2019  
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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 

# Overall summary

We carried out an announced comprehensive inspection at Dr Nagala Ramesh on 26 November 2018. The overall rating for the practice was good. However, the practice was rated requires improvement for providing safe services and a Requirement Notice was served in relation to breaches of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 12 Safe care and treatment, found at this inspection. The full comprehensive report on the November 2018 inspection can be found by selecting the 'all reports' link for Dr Nagala Ramesh on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

After our inspection in November 2018 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the Requirement Notice served.

This inspection was an announced focussed follow-up inspection carried out on 9 May 2019 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 26 November 2018. This report only covers findings in relation to those requirements.

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 is rated as good overall.**

At this inspection we found:

- The practice had made improvements to the emergency equipment and emergency medicines they held.
- The practice was continuing to recruit patients to their patient participation group.

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

- Consider keeping records of tests of the time taken for staff to retrieve the automated external defibrillator (AED) from the neighbouring GP practice.
- Continue to revise inventories of emergency equipment to ensure all relevant equipment is listed and included in regular checking to ensure it is in good working order.
- Continue to form a patient participation group.

**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.**

## Population group ratings

## Our inspection team

Our inspection team was led by a CQC Inspector.

## Background to Dr Nagala Ramesh

- The registered provider is Dr Nagala Ramesh.
- Dr Nagala Ramesh is located at 7 Railway Street, Gillingham, Kent, ME7 1XG. The practice has a general medical services contract with NHS England for delivering primary care services to the local community. The practice website address is [www.railsidesurgery.co.uk](http://www.railsidesurgery.co.uk).
- As part of our inspection we visited Dr Nagala Ramesh, 7 Railway Street, Gillingham, Kent, ME7 1XG only, where the provider delivers registered activities.
- Dr Nagala Ramesh has a registered patient population of approximately 3,000 patients. The practice is located in an area of more than average deprivation.
- There are arrangements with other providers (MedOCC) to deliver services to patients outside of the practice's working hours.
- The practice staff consists of 1.5 full time equivalent GPs (male and female), one practice manager, one clinical nurse lead (female), a second nurse was employed on a sessional basis at busy times. There was a pharmacist working one day a week at the practice.
- Dr Nagala Ramesh is registered with the Care Quality Commission to deliver the following regulated activities: diagnostic and screening procedures; family planning; maternity and midwifery services; treatment of disease, disorder or injury.