

Dr Vridhagiri Nandini

Inspection report

52 Eastcourt Lane
Twydall
Gillingham
Kent
ME8 6EY
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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 Vridhagiri Nandini on 14 December 2018 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. We rated it as outstanding for its treatment of people with long-term conditions and good for the remaining population groups.

People with long-term conditions:

This population group was rated outstanding for effective because:

- there was evidence that the diagnosis of long-term conditions was higher than that nationally. There was evidence that the outcomes for patients with long-term conditions were consistently better than the local and national results.

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.

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

- Improve the identification of carers to enable this group of patients to access the care and support they need.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

Older people	Good 
People with long-term conditions	Outstanding 
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 Vridhagiri Nandini

Dr Vridhagiri Nandini is located at 52 Eastcourt Lane, Gillingham, Kent. ME8 6EY.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Dr Vridhagiri Nandini is situated within the Medway Clinical Commissioning Group (CCG) and provides services to approximately 2,200 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a sole principal female GP who registered with the CQC in April 2013. The practice employed one regular male locum GP, a practice nurse and several administration staff. The practice is not currently part of any wider network of GP practices.

The practice has a higher than average working age population and a higher than average percentage of patients over 75 years of age. The National General Practice Profile states that 93% of the practice population are white, with 7% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as six, on a scale of one to ten where level one represents the highest levels of deprivation. Male life expectancy is 79 years which is the national average. Female life expectancy is 83 years which again is the national average.