

Dr J Kakad, Dr S Bhatt, Dr K Tanna, Dr A Baldwin, Dr D Bhatt & Dr S Koak

Quality Report

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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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dr J Kakad, Dr S Bhatt, Dr K Tanna, Dr A Baldwin, Dr D Bhatt & Dr S Koak on 27 June 2016. The overall rating for the practice was Good. However, the practice was rated Requires Improvement in the Safe domain. The full comprehensive report on the 27 June 2016 inspection can be found by selecting the 'all reports' link for Dr J Kakad, Dr S Bhatt, Dr K Tanna, Dr A Baldwin, Dr D Bhatt & Dr S Koak on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 13 February 2017 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 27 June 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The Safe domain is now rated as good.

Our key findings were as follows:

- Risks to patients were assessed and well managed. Prescription pads were stored safely and securely.

At our previous inspection on 27 June 2016, we identified that practice should do the following:

- The practice should continue to monitor results of the GP patient survey and take positive steps to address the concerns reflected therein.
- Take proactive steps to support patients who are also carers to identify themselves to the practice.

At this inspection we found appropriate action had been taken to address these issues and improvements had been made. We saw the practice had a formal process in place to assess and act upon the results of the next GP patient survey, due to be published in July 2017. This included the discussion of the results at the following practice and patient participation group meeting. Any necessary actions identified would be noted and a plan put in place to address them.

The practice now proactively identified and recorded patients who are also carers. A notice was on display in the reception area. Patients were encouraged to state if they were carers and they were identified as such in their records. Patients known to or considered likely to have carers were asked to share their carers details with the practice to ensure they were made aware of all of the support services available.

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

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services

- Blank prescription forms and pads were securely stored and there were systems in place to monitor their use.

Good



Dr J Kakad, Dr S Bhatt, Dr K Tanna, Dr A Baldwin, Dr D Bhatt & Dr S Koak

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Dr J Kakad, Dr S Bhatt, Dr K Tanna, Dr A Baldwin, Dr D Bhatt & Dr S Koak

The practice, also known as the Central Park Surgery, is based within Harold Hill Health Centre, Gooshays Drive, Romford, RM3 9SU. It is one of four GP practices operating from the health centre which is a large, modern purpose built building. The practice is located in a residential area in Harold Hill, a district in the London Borough of Havering. It is accessible by local public transport services. Parking is available in an adjacent car park and on side roads around the practice.

The London Borough of Havering is located to the east of London. The locality is in the third more deprived decile in terms of deprivation score. At 77 for males and 83 for females, life expectancy is around the CCG and national

averages of 79 years for males and 84 and 83 years for females. According to 2011 Census data the majority of residents of the locality are white British at 82%, followed by people of Asian (2%) and black ethnic groups (2%).

The practice is staffed by six GP partners (three male, three female), a GP registrar, (a nurse practitioner and a practice nurse (both female), a practice manager and nine reception/administrative staff. The GPs work a total of 40 sessions per week. The nurse practitioner works full time as does the practice manager. The practice nurse works part time as do all of the reception/administrative staff.

The practice is a teaching and training practice. They regularly host third and fifth year students and trainee GPs.

The practice is open between 8am and 6.30pm Monday to Friday except Wednesday when it closes at 1.30pm. Appointments are from 8.30am to 10.30am every morning and 4.30pm to 6.30pm daily except on Wednesdays. Extended hours appointments are not offered. Outside of the normal practice opening hours, patients can see a clinician at the local GP hub which is open from 6.30pm to 10pm on weekdays and 12pm to 6pm on weekends. Patients can call a local number to get an appointment at the hub in advance. Outside of these hours patients can access care and treatment from the local out of hours provider.

The practice is registered with the Care Quality Commission to provide the regulated activities of diagnostic and

Detailed findings

screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury from Gooshays Drive, Romford, RM3 9SU.

Why we carried out this inspection

We undertook a comprehensive inspection of Dr J Kakad, Dr S Bhatt, Dr K Tanna, Dr A Baldwin, Dr D Bhatt & Dr S Koak on 27 June 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall, however improvements were required under the Safe domain. The full comprehensive report following the inspection on 27 June 2016 can be found by selecting the 'all reports' link for on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Dr J Kakad, Dr S Bhatt, Dr K Tanna, Dr A Baldwin, Dr D Bhatt & Dr

S Koak on 13 February 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

During our visit we:

- Spoke with the practice manager.
- Visited all practice locations.
- Looked at information the practice used to ensure safe storage and management of prescription forms.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on 27 June 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of the storage and management of prescription forms were not adequate.

These arrangements had significantly improved when we undertook a follow up inspection on 13 February 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

- Blank prescription forms and pads were securely stored and there were systems in place to monitor their use. On arrival at the practice, serial numbers for the blank prescription forms were logged and they were then stored in a room which was kept locked. Records showed that the practice was able to identify which prescription forms had been allocated to specific clinicians. Prescription forms were removed from printers and locked in cupboards in the consulting rooms overnight. GPs no longer carried blank prescription pads in their bags.