

# Dr B Bhatti & Dr R Das

## Inspection report

Spa Medical Centre  
50 Old Jamaica Rd  
London  
SE16 4BN  
Tel: 02034746000  
[www.b-spa.co.uk](http://www.b-spa.co.uk)

Date of inspection visit: 20 April 2023 and 24 April 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?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 



# Overall summary

We carried out an announced comprehensive at Dr B Bhatti & Dr R Das on 20 April 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 12 November 2021, the practice was rated requires improvement overall (good for providing caring and responsive services, requires improvement for providing effective and well led and inadequate for providing safe services).

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr B Bhatti & Dr R Das on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection to follow up breaches of regulation from a previous inspection and covers our findings in relation to the actions we told the practice they should take to improve.

## How we carried out the inspection

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.



# Overall summary

We found improvements had been made:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- We saw evidence that the practice had sustained improvements identified at our last inspection. Patients had received appropriate physical health monitoring and treatment in accordance with national guidance.
- Patients received effective care and treatment that met their needs.
- Some performance data was below local and national averages. Uptake rates in 2021/2022 for the vaccines given were below the World Health Organisation (WHO) target of 95% in the five areas where childhood immunisations are measured.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- We found evidence of quality improvement measures including clinical audits and reviews. There was evidence of action taken to change practice.
- 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**:

- Continue to implement a programme to improve uptake for cervical screening and childhood immunisations.
- Take action to improve the uptake of cancer screening.
- Improve oversight of workflow systems that manage information about people who use services.

**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 staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Dr B Bhatti & Dr R Das

Dr B Bhatti & Dr R Das (also known as Bermondsey Spa Medical Practice) is located in Bermondsey, London at Spa Medical Centre, 50 Old Jamaica Road, London SE16 4BN.

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

The practice is situated within the South East London Integrated Care System in Southwark and delivers Personal Medical Services (PMS). This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices; North Southwark Primary Care Network.

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fourth lowest decile (four of 10). 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 63.9% White, 18.6% Black, 8.7% Asian, 5.4% Mixed, and 3.4% Other.

There is a team of four doctors who work at the practice, three males and one female. Two of the doctors are partners and there is one salaried GP and one long term locum GP. There are two practice nurses. Three Health Care Assistants (HCA's) work at the practice. The practice use a locum Advanced Nurse Practitioner. The practice provides 28 GP sessions per week and 25 practice nurse sessions per week. The GPs are supported at the practice by a Practice Manager and an Operations Manager who manage a team of reception/administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided at the local GP Extended Access hub, where late evening and weekend appointments are available. Patients telephoning when the practice is closed are directed to the out-of-hours service provider NHS 111.