

Dr Nagendra Kumar Gupta

Inspection report

206 Mawney Road
Romford
Essex
RM7 8BU
Tel: 01708739379

Date of inspection visit:
Date of publication: 08/11/2019

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 effective?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced well led focused inspection at Dr Nagendra Kumar Gupta on 16 October 2019. We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions effective, responsive and well led. The inspection included all of the population groups.

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 and good for all population groups.

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 good, person-centre care.

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

- Review the system for the referral of patients to secondary care to ensure all outstanding actions are completed.
- Review the system in place to ensure all staff have the appropriate training for their roles.
- Review the policies and procedures to ensure they reflect staff practices.
- Review the system for identifying children or adults who maybe vulnerable or at risk.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
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 supported by a GP specialist advisor.

Background to Dr Nagendra Kumar Gupta

Dr Nagendra Kumar Gupta is located at
206 Mawney Road
Romford
RM7 8BU

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

Dr Nagendra Kumar Gupta is situated within the Havering Clinical Commissioning Group (CCG) and provides services to 3,106 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership who registered with the CQC in 2013. The practice employed regular male and female

GPs, a three part time nurses, a practice manager and several administration staff. The practice is part of the Havering GP Federation and the local primary care network

The National General Practice Profile states that 86% of the practice population is from a white background with a further 14% of the population originating from black, Asian, 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. Level one represents the highest levels of deprivation and level ten the lowest.

Male life expectancy is 79 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.