

# Dr Pankaj Srivastava

## 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

Are services well-led?

**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 this practice on 15 January 2015.

A breach of legal requirements was found. The practice was required to make improvements in the domain of 'Well-led'.

After the comprehensive inspection the practice wrote to us to say what they would do to meet the following legal requirements set out in the Health and Social Care Act (HSCA) 2008:

Regulation 21 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 Requirements relating to workers, which corresponds with:

Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Fit and proper persons employed.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Dr Pankaj Srivastava on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Our key findings were as follows:

- The practice had addressed the issues identified during the previous inspection.
- The practice had recruitment systems in place to ensure that any staff employed at the practice, including locums, had the the required qualifications, skills and experience and where required, were registered with the appropriate professional body and had sufficient indemnity insurances in place.

**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 well-led?**

The practice is rated as good for the provision of well-led services.

The practice had recruitment systems in place to ensure that all staff employed at the practice had the required qualifications, skills and experience to perform their duties. The practice could demonstrate that they held evidence of required staff checks and copies of required indemnity insurances.

The practice had responded positively to suggestions on how improvements could be made in some areas of the practice. District nurses were now attending multi-disciplinary meetings. Appraisal arrangements for the practice nurse included clinical oversight from the lead GP at the practice.

**Good**



# Summary of findings

## What people who use the service say

As this was a focussed follow-up inspection we did not speak to any patients.

# Dr Pankaj Srivastava

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

A CQC Inspector carried out this inspection.

## Background to Dr Pankaj Srivastava

Dr Pankaj Srivastava is registered with the CQC to provide primary care services, delivered under a PMS contract.

Dr Srivastava retains the services of three GPs, one female and two males. There were three practice nurses (all female) who provided disease management, health screening, immunisation and vaccine clinics and other health initiatives.

Practice opening hours were from 8.30am to 6.30pm. Extended hours appointments were available each Thursday, when the practice was open until 8pm in the evening.

The practice is located within an area rated as being at the mid-point of social deprivation. Life expectancy for males is 77.9 years of age and for females is 81.9 years of age. In terms of age, the population of males and females aged between 60 and 69 years was higher than the England average, making up almost 19% of the practice register.

Out of hours services were not provided by the practice, but by another, external provider.

## Why we carried out this inspection

This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection in January 2015 had been implemented. We inspected the practice against one of the five questions we ask about services: is the service well-led? This is because the service was not meeting some legal requirements at the previous inspection.

## How we carried out this inspection

We carried out an announced follow-up desk based review on 31 March 2016. We spoke with the practice manager and the practice business manager. We asked for copies of staff records and looked at records the practice maintained in relation to staff training and minutes of practice meetings.

# Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

## Our findings

The practice had effective recruitment systems in place to ensure that all staff employed at the practice had the required qualifications, skills and experience required. The practice could demonstrate that they held evidence of required staff checks and copies of required indemnity insurances, including for any locum GPs used by the practice.

The practice had responded positively to suggestions on how some areas could be improved. We had identified that the practice should address the none attendance of district nurses at practice multi-disciplinary meetings, and that their should be clinical input to the practice nurse's appraisal. In this desk based follow-up review, we were shown evidence of multi-disciplinary meetings, which district nurses were attending and arrangements for the appraisal of the practice nurse, which included regular input from the lead GP at the practice.