

Dr B Bhatti & Dr R Das

Inspection report

Spa Medical Centre
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Overall summary

We carried out an announced focused inspection at Dr B Bhatti & Dr R Das (also known as Bermondsey Spa Medical Practice) on 11 March 2022 to follow up concerns found at our inspection on 12 November 2021.

Following our previous comprehensive inspection on 12 November 2021, the practice was rated Requires Improvement overall (Inadequate for safe key question, Good for caring and Responsive and requires improvement for providing effective services).

A warning notice was issued to the provider following the inspection undertaken on 12 November 2021. This was to ensure that the provider was aware of our concerns and that action was taken quickly to address these concerns and mitigate risks to patients.

A requirement notice was issued for the additional concerns which related to breaches identified. The level of risk stemming from these concerns was not considered to be sufficient to require additional enforcement action.

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

Why we carried out this inspection

We carried out this announced focused inspection on 11 March 2022 at Dr B Bhatti & Dr R Das to check whether the provider had addressed the issues in the warning notice and now met the legal requirements. At this inspection we found the breaches of regulation in our warning notices had now been complied with. This report covers our findings in relation to those specific areas, is not rated, and does not change the current ratings held by the practice.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A shorter 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

Following our methodology we have not rated the practice at this inspection.

We found that:

- The provider had implemented a sustainable action plan to address the issues we identified at the previous inspection. At this inspection, leaders demonstrated improved oversight of their responsibilities in relation to medicine management and prescribing.
- The practice had made improvements to medication review processes to ensure that patients prescribed high risk medicines were being monitored in accordance with guidelines.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit. The team included a GP specialist advisor who spoke with staff and completed clinical searches on site at 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 Southwark Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) (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 Public Health England 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, two males and two females. Three of the doctors are partners and there is one salaried GP who started in September 2021. There are two practice nurses and one new nurse who started in November 2021 and there are three HCA's. The practice uses a locum Advanced Nurse Practitioner who provides 10 sessions per week. The practice provides 32 GP sessions per week. The GPs are supported at the practice by a Practice Manager and 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.

Patients telephoning when the practice is closed are directed to the out-of-hours service provider NHS 111.