

Dr Avinash Kumar Sennik (Broughton Corner Medical Centre)

Inspection report

87 Thornton Road
Thornton Heath
Surrey
CR7 6BH

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<https://www.broughtoncornermedical.nhs.uk/>

Date of inspection visit: 05 Feb 2020

Date of publication: 09/03/2020

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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Good



Overall summary

We carried out a comprehensive inspection of this service (Dr Avinash Kumar Sennik, Broughton Corner Medical Centre) on 5 February 2020 following our annual regulatory review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

The provider was rated overall as good during our last inspection in October 2016.

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 requires improvement overall and requires improvement for population groups people with long-term conditions, families, children and young people, working age people and people experiencing poor mental health.

We found that:

- The systems and processes in place to keep patients safe required improvement. For example, the practice did not have a robust system in place for medicines management.
- Patients received effective care and treatment; however, outcomes for patients with diabetes, asthma, hypertension and mental health were below average.
- The uptake for childhood immunisations and cervical screening were below average.
- Staff dealt with patients with kindness and respect and patients we spoke to indicated that they were involved in decisions about their care.

- The practice organised and delivered services to meet patients' needs. However, patient satisfaction in relation to appointments were below average; patients and the members of the Patient Participation Group we spoke to indicated that telephone access and access to appointments had improved in the last six months
- There was a focus on learning and improvement.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.
- Ensure that care and treatment meet the needs of patients.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Implement a system to allow continuous monitoring of medicines and safety alerts.
- Consider ways to improve uptake for childhood immunisations.
- Consider ways to identify carers to ensure their needs are known and can be met
- Review procedures to include escalation information in response letter to complaints.

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	Requires improvement	
Families, children and young people	Requires improvement	
Working age people (including those recently retired and students)	Requires improvement	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Requires improvement	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a second CQC inspector and a GP specialist advisor.

Background to Dr Avinash Kumar Sennik

Dr Avinash Kumar Sennik (Broughton Corner Medical Centre) provides primary medical services from 87 Thornton Road, Thornton Heath CR7 6BH to approximately 3,900 patients and is one of 48 practices in Croydon Clinical Commissioning Group (CCG). The practice website can be accessed through

The clinical team at the practice is made up of one full-time male GP, two part-time long-term locum GPs (one male and one female) and a female locum practice nurse. The non-clinical team at the practice is made up of a practice manager, assistant practice manager and five administrative and reception staff members.

The provider informed they had recruited an additional locum female practice nurse who will be starting a week following this inspection.

The practice population is in the fourth more deprived decile in England. The practice population of children is below the CCG and national averages and the practice population of working age people is above CCG average and significantly above the national averages. The practice population of older people is slightly below the CCG and significantly below the national average.

The practice is registered as an individual with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 9 HSCA (RA) Regulations 2014 Person-centred care</p> <p>The provider had not ensured care and treatment met the needs of patients.</p> <p>The provider did not ensure medicines reviews are appropriately coded and undertaken.</p> <p>Outcomes for patients with diabetes, asthma, hypertension and mental health were below average.</p> <p>The provider did not have an effective system in place to demonstrate improved outcomes for patients.</p> <p>Uptake for cervical screening was significantly below target.</p>
Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The provider had not ensured that care and treatment is provided in a safe way.</p> <p>The provider did not ensure there was a clear system in place to monitor patients on high-risk medicines.</p> <p>The provider did not ensure the practice was suitably equipped to deal with medical emergencies.</p> <p>The provider did not ensure there was a clear system in place for checking expiry dates for medical equipment.</p>