

Dr Shivraj Chudha

Inspection report

Blackfriars Medical Centre,
45 Colombo Street,
London
SE1 8EE
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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 inspection at Dr Shivraj Chudha between 5-7 September 2023. Overall, the practice is rated as good.

Safe - good

Effective – good

Caring - good

Responsive - good

Well-led - good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Dr Shivraj Chudha on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

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 short 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.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. However, it should ensure there is an effective process for actioning safety alerts.

Overall summary

- Patients received effective care and treatment that met their needs. However, there were some areas that required improvement such as the uptake of childhood immunisations and cervical cancer screening.
- The practice should ensure the patients' medication reviews are fully recorded.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way, which was reflected in the latest results of the National Patient Survey.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Continue with work to increase the uptake of cervical cancer screening and childhood immunisations.
- Take steps to establish an effective system for the management and actioning of safety alerts and embed the process into clinical practice.
- Take action to guarantee that medication reviews are fully documented on patients' records and the process is embedded into clinical practice.
- Implement processes to gather patient feedback through in-house patient surveys.

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 Shivraj Chudha

Dr Shivraj Chudha is located in Southwark, Southeast London.

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

The practice is situated within the Southeast London Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 8,800. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices (the North Southwark Primary Care Network).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth decile (5 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% White, 15.2% Asian, 13.6% Black, 5.9% Mixed, and 2.3% Other.

The practice consists of 3 clinical partners and 1 non-clinical partner. There is a team of 8 GPs working a range of between 2-8 sessions. The practice has one full time practice nurse and a healthcare assistant who provide nurse led clinics for long-term conditions. They are also supported by a physician's associate. The business development manager and practice manager and assistant practice manager are supported by a team of administrators/receptionists. The practice are additionally supported by using PCN pharmacists, physiotherapists and social prescribers.

The practice is open between 8am to 6:30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the Extended Primary Care Service, where late evening and weekend appointments are available between 8am-8pm.