

# Dr Goyal & Associates

## Quality Report

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Date of inspection visit: 8 March 2017  
Date of publication: 26/04/2017

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 safe?

**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 Dr Goyal and Associates Practice on 5 September 2016. The overall rating for the practice was good. The full comprehensive report on 5 September 2016 inspection can be found by selecting the 'all reports' link for Dr Goyal and Associates on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 8 March 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 5 September 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Our key findings were as follows:

- The practice had records in place to demonstrate that emergency drugs were being monitored regularly.
- Risks to patients were well assessed, for example, staff protected patient's confidentiality by removing their smart cards when vacating computer terminals.
- The practice had a carer's identification protocol and the practice's computer system alerted GPs if a

patient was a carer or had a carer. The practice had identified 75 patients as carers (more than 1% of the practice list). A generic letter which encouraged patients to identify themselves as carers was also introduced and was sent out to patients when sending other communication for example reminder letters.

- Following the comprehensive inspection, the practice implemented an uncollected prescription policy which was managed by the GP and maintained by reception staff. Uncollected prescriptions were audited by way of a register including patient ID, date on prescription, outcome and date prescriptions were destroyed.
- The practice could demonstrate that fire drills had been carried out, however improvements were needed to ensure patient safety.

At our previous inspection on 5 September 2016, we rated the practice as requires improvement for providing safe services based on our findings which included issues around emergency drugs and repeat prescription management. At this inspection we found that the issues found during the previous inspection had been addressed. Therefore, the practice is now rated as good for providing safe services.

# Summary of findings

The area where the provider should make improvement is:

- Ensure staff designated as fire wardens are adequately trained to understand their roles and responsibilities when undertaking fire drills.

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 safe?**

- The practice had records in place to demonstrate that emergency drugs were being checked and monitored regularly.
- Risks to patients were well assessed, for example, staff protected patient's confidentiality by removing their smart cards when vacating computer terminals.
- The practice could demonstrate that fire drills had been carried out, however improvements were needed to ensure patient safety.

**Good**



# Dr Goyal & Associates

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Dr Goyal & Associates

Dr Goyal and Associates, also known as Church Elm Lane Medical Practice, is a GP service based in The Health Centre in Dagenham. Dagenham is a town in the London Borough Barking and Dagenham, which is to the east of London. The Health Centre is situated in a residential area and is well served by public transport links. It is a modern, purpose built building which has a car park including allocated disabled parking spaces. The practice is part of NHS Barking and Dagenham Clinical Commissioning Group and provides GP services under a General Medical Services contract with NHS England to around 5800 patients.

The practice profile shows a higher than average number of patients aged 0 to 14 years and females aged 24 to 44 years. At 76 for males and 81 for females, life expectancy is in line with the CCG and national averages of 77 for males and 81 for females and 79 for males and 83 for females respectively. Results from the 2011 census show a majority white British population as (49%) followed by those of black African ethnicity in (15%). The practice locality is in the second most deprived decile on the deprivation scale. Level one represents the highest levels of deprivation and level ten the lowest.

The practice's opening times are from 8am to 6pm Monday to Friday. Surgery times are from 8.30am to 1pm and then 2pm to 6.30 on Tuesday and Friday and 7.30pm on Monday and Wednesday. There is no afternoon surgery on Thursday

when the practice is closed. Extended hours are from 6.30pm to 7.30pm on Monday and Wednesday and 9am to 12pm on alternate Saturdays. Outside of these hours GP services are available at the local GP hub and the NHS 111 service. Clinical services are provided by two partners (female nine sessions, male six sessions), two salaried GPs (both female, six sessions each), a trainee GP (female six sessions), a medical student (six sessions), a senior practice nurse (female, full time), a practice nurse (female, part time), a trainee pharmacist (female, eight sessions) and two part time healthcare assistants (HCA) (female). The practice is a teaching and training practice.

Dr Goyal & Associates is registered to provide the registered activities of Treatment of disease, disorder or injury; Family planning and Diagnostic and screening procedures from The Health Centre, Dagenham, Barking and Dagenham, RM10 9RR.

The practice was inspected under the Care Quality Commission's current inspection regime.

## Why we carried out this inspection

We undertook a comprehensive inspection of Dr Goyal and Associates on 5 September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated good. The full comprehensive report following the inspection in September 2016 can be found by selecting the 'all reports' link for Dr Goyal and Associates on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Detailed findings

We undertook a follow up announced focused inspection of Dr Goyal and Associates on 8 March 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

## How we carried out this inspection

Before visiting, we reviewed a range of information we hold about the practice and asked other organisations to share what they knew. We carried out an announced visit on 8 March 2017.

During our visit we:

- Spoke with a range of staff including the lead GP, senior practice nurse and practice manager.
- Reviewed policies and protocols relating to uncollected prescription, emergency drugs, smart cards and carers.
- Observed staff removing their smart cards when vacating computer terminals.

# Are services safe?

## Our findings

At our previous inspection on 5 September 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of managing and monitoring emergency medicines were not adequate. We also found that patients were at risk of data breach as staff left their smart cards in situ when vacating the computer terminals and the practice did not carry out regular fire drills.

These arrangements had improved when we undertook a follow up inspection on 8 March 2017. The practice is now rated as good for providing safe services.

### Safe track record and learning

There was an effective system in place to ensure staff understood and complied with the smart card policy. On the day of inspection we observed various members of staff including the practice manager removing their smart card when vacating the computer terminals. We also found that reminder notes had been placed on each computer monitor reminding staff to “remove smart cards when vacating computer”.

### Monitoring risks to patients

We were provided with evidence that fire drills had been carried out following discussions between the practice and

their landlord. The practice informed us that this will be done again in six months' time and annually thereafter in line with practice policy. The overall response by the staff at the practice during the evacuation was described as “unsatisfactory” by the landlord. The checklist highlighted that fire wardens did not take charge of the situation or directed patients to the assembly point. It was also noted that the fire wardens had not undertaken recent refresher training. The practice manager informed us that fire wardens will be sent on a refresher training course so that they will better understand their roles and responsibilities. Following the inspection, the provider provided evidence that the appropriate training had been booked.

### Overview of safety systems and process

The practice demonstrated that there was an effective system in place to record and monitor emergency medicines. There was an embedded emergency medicines protocol and procedure and staff were expected to comply at all times. The senior practice nurse was responsible for checking all emergency medicines including travel and childhood vaccines. In the event of absences this role was deputised to the practice nurse. All the medicines we checked were in date and stored securely. We saw records to confirm that emergency medicines were checked monthly and included name of medication, quantity and expiry dates.