

Drs. Ramasamy & Nannithamby

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

Overall rating for this service	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	

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 Drs. Ramasamy and Nannithamby on 28 January 2016. The overall rating for the practice was good. The full comprehensive report on the January 2016 inspection can be found by selecting the 'all reports' link for Drs. Ramasamy and Nannithamby on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 11 April 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 28 January 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings were as follows:

At the inspection on 28 January 2016, the practice was rated overall as 'good'. However, within the key question safe, an area was identified as 'requires improvement', as

the practice was not meeting the legislation around the proper and safe management of medicines. The practice was issued a requirement notice under Regulation 12, Safe care and treatment.

At the January 2016 inspection we found risks to patients were assessed and well managed, with the exception of those relating to the administration of vaccines.

Other areas identified where the practice was advised they should make improvements included:

- Update the contact details contained within the safeguarding children policy to match those displayed in reception and in all rooms.

The practice supplied an action plan and a range of documents which demonstrated they are now meeting the requirements of Regulation 12, Safe care and treatment, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The practice also demonstrated improvement in the other area identified in the report from January 2016 which did not affect ratings. These improvements have been documented in the safe section, showing how the registered person has demonstrated continuous improvement since the full inspection.

Summary of findings

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 is rated as good for providing safe services.

At the inspection in January 2016, we found an area of concern in relation to the administration of vaccines. One other area identified at the inspection for improvement was the need to update the contact details contained within the safeguarding children policy to match those displayed in reception and in all rooms.

During this inspection we found that the provider had put in place a system for the production of written Patient Specific Directions (PSDs) permitting healthcare assistants to administer vaccines, and had updated the contact details in the practice's safeguarding children policy.

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection in January 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection in January 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection in January 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services well-led?

The practice is rated as good for providing well-led services.

This rating was given following the comprehensive inspection in January 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection in January 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



People with long term conditions

The practice is rated as good for the care of people with long term conditions.

This rating was given following the comprehensive inspection in January 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection in January 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students).

This rating was given following the comprehensive inspection in January 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection in January 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection in January 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/search/services/doctors-gps>

Good



Drs. Ramasamy & Nannithamby

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector who reviewed and analysed the documentary evidence submitted.

Background to Drs. Ramasamy & Nannithamby

Drs. Ramasamy and Nannithamby is a single location surgery which provides a primary medical service through a Personal Medical Services (PMS) contract to approximately 5090 patients within the Royal Borough of Kensington and Chelsea, West London. The practice is co-located in premises which are shared with another GP practice, with wheelchair access and all patient areas are on the ground floor. There is limited space within the current building, but there are plans for reconfiguration of the existing space for clinical consultation. The practice is part of NHS West London Clinical Commissioning Group.

The population groups served by the practice include a diverse mix of socio-economic and ethnic groups, including a relatively large Arabic community. There is a high level of deprivation in the area (within the second most deprived London borough), along with patients for whom English is not their first language and many of those do not speak English at all. The number of patients at the practice who are registered unemployed is also very high.

The practice is registered to carry on the following regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Surgical procedures; and Treatment of disease, disorder or injury.

At the time of our inspection, there were 3.3 whole time equivalent (WTE) GPs comprising the two partner GPs (one female and one male), an associate GP (female), and three regular locum GPs; and a practice manager (0.1 WTE). The practice also employed a nurse practitioner prescriber (1 WTE) and two regular part-time locum nurses, four healthcare assistants/receptionists and four other administrative staff.

The practice is open between 8am to 6.30pm Monday and Thursday, 8am to 7pm Tuesday, 8am to 7.30pm Wednesday and Friday and between 9am to 3.30pm Saturday. Appointments are from 8.30am to 6.30pm Monday, 8.30am to 7pm Tuesday, 8am to 6.30pm Thursday, 8.30am to 7.30pm Wednesday and Friday and from 9am to 3.30pm Saturday. Extended surgery hours are offered between 6.30pm to 7pm Tuesday, 6.30pm to 7.30pm Wednesday and Friday and between 9am to 3.30pm every Saturday. In addition to pre-bookable appointments that can be booked in advance, urgent appointments are also available for people that need them. A doctor is also available for telephone advice between 2.00pm and 3.00pm daily, if patients telephoned before 12 noon to arrange this.

There are also arrangements to ensure patients receive urgent medical assistance when the practice was closed. Out of hours services are provided by a local provider. Patients are provided with details of the number to call.

Detailed findings

Why we carried out this inspection

We undertook a comprehensive inspection of Drs. Ramasamy & Nannithamby on 28 January 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement. The full comprehensive report following the inspection on January 2016 can be found by selecting the 'all reports' link for Drs. Ramasamy & Nannithamby on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of Drs. Ramasamy & Nannithamby on 11 April 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

We carried out a desk-based focused inspection of Drs. Ramasamy & Nannithamby on 11 April 2017. This involved reviewing evidence that:

- the provider had put in place a system for the production of written Patient Specific Directions permitting healthcare assistants to administer vaccines; and
- had updated the contact details in the practice's safeguarding children policy to match those displayed in reception and in all rooms.

Please note that when referring to information throughout this report, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on 28 January 2016, we rated the practice as requires improvement for providing safe services as we found concerns relating to the administration of vaccines. The health care assistants had received specific training to administer vaccinations when a doctor or nurse were on the premises and were given verbal permission to do so by the prescriber. However, records of instructions given to the healthcare assistants to administer vaccines specific to each patient were not complete.

One other area identified where the practice was advised they should make improvements included the need to update contact details contained within the safeguarding children policy to match those displayed in reception and in all rooms.

The provider had addressed these concerns when we undertook a follow up inspection on 11 April 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

We reviewed the evidence submitted by the provider to demonstrate the proper and safe management of medicines to ensure care and treatment is provided in a safe way for patients. This included a template form introduced after our January 2016 inspection providing patient specific directions (PSDs) for health care assistants to administer vaccinations. We reviewed PSDs covering a sample of thirty patients who received influenza vaccinations in the most recent flu campaign between September and November 2016. All were appropriately signed and dated by the healthcare assistant and the prescribing and supervising practitioner.

We also reviewed the practice's updated safeguarding children policy which now included details of who to contact for further guidance if staff had concerns about a patient's welfare, to match those displayed in reception and in all rooms.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused desk top review of safe care and treatment under the key question safe. We did not review this key question.

Please refer to the January 2016 comprehensive inspection report for this service that is available on our website at the following website:

<http://www.cqc.org.uk/search/services/doctors-gps>

Are services caring?

Our findings

Please note this is a focused desk top review of safe care and treatment under the key question safe. We did not review this key question.

Please refer to the January 2016 comprehensive inspection report for this service that is available on our website at the following website:

<http://www.cqc.org.uk/search/services/doctors-gps>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused desk top review of safe care and treatment under the key question safe. We did not review this key question.

Please refer to the January 2016 comprehensive inspection report for this service that is available on our website at the following website:

<http://www.cqc.org.uk/search/services/doctors-gps>

Are services well-led?

Good 

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

Our findings

Please note this is a focused desk top review of safe care and treatment under the key question safe. We did not review this key question.

Please refer to the January 2016 comprehensive inspection report for this service that is available on our website at the following website:

<http://www.cqc.org.uk/search/services/doctors-gps>