

Appendix B

Provider Name	Location	Weblinks	Location Org Type	Report Date	Inspection Date	Rating
MF Haq's Practice	Abbey Medical Centre	http://www.cqc.org.uk/location/1-543772087	GP	05/11/15	12/05/15	Inadequate
MF Haq's Practice Comments / Summary Safe: Inadequate Lessons learned from incidents were not communicated widely enough to support improvement. Systems and processes used to assess risks to patients were not implemented well enough to ensure patients were kept safe. Effective: Requires improvement No evidence of completed clinical audit cycles. Caring: Requires improvement Patients rated the practice lower than others for several aspects of care. Responsive: Good Good facilities and well equipped to treat and meet patient needs. Well led: Inadequate Governance arrangements did not operate effectively; particularly regarding identifying and acting on risks. Lack of communication an involvement causing division between clinical and non-clinical staff. Placed into special measures and will be inspected again in 6 months.						
Dr N Niranjani's Practice	Victoria Medical Centre	http://www.cqc.org.uk/location/1-528613695	GP	29/10/15	11 & 18/05/15	Requires Improvement
Dr Mohan and Associates	Urswick Medical Centre	http://www.cqc.org.uk/location/1-569632930	GP	01/10/15	13/05/15	Good
Dr Mohan and Associates Comments / Summary Safe: Inadequate Safety was not a sufficient priority. Significant events were not formally recorded so there was no evidence of learning from events. Non-clinical staff had not undertaken child protection, safeguarding adults or chaperone training. Effective: Requires Improvement Patient outcomes were average for the locality. Care was delivered in line with legislation. Caring: Good Patients rate the practice higher than others for several aspects of care. Responsive: Good Good facilities and well equipped to treat and meet patient needs.						

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Well led: Requires Improvement Some of leadership policies were out of date. Systems for recording risk and significant events needed development.						
Dr VK Chawla's Practice	60 Victoria Road	http://www.cqc.org.uk/location/1-523702115	GP	24/09/15	05/05/15	Good
John Smith Medical Centre	145 Bevan Avenue	http://www.cqc.org.uk/location/1-626549300	GP	12/11/15	07/05/15	Good
Dr Christopher Ola	The Surgery	http://www.cqc.org.uk/location/1-523700864	GP	29/10/15	05/05/15	Good
London Ambulance Service (LAS)	LAS HQ	http://www.cqc.org.uk/location/RRU01	Ambulance Service	27/11/15	1-5, 17-18/06/15	Inadequate
LAS Comments / Summary Safe: Inadequate A culture of under-reporting of incidents was evident, and there was little evidence of learning from incidents. The LAS was affected by a national shortage of paramedics. Effective: Requires Improvement Since March 2014 there has been a substantial decline in response time performance and the target time had not been met in the required percentage of calls. Most frontline staff spoken with had not received an appraisal in the last 3 years. Caring: Good Staff spoke to people in a compassionate manner and treated them with dignity and respect. Responsive: Requires Improvement The call handling system allowed alerts to be recorded for frequent callers, patients with complex needs. However, it was not effective and did not allow access to important information promptly. There were limited opportunities for learning from complaints. Well led: Inadequate There was a recognised issue with bullying and harassment and a perception of discrimination. The LAS was placed into special measures.						
BUPA	Chaseview	http://www.cqc.org.uk/directory/1-127503453	Social Care Org	30/07/15	11-15/05/15	Good
Triangle Community Services	Colin Pond Court	http://www.cqc.org.uk/directory/1-1698526298	Social Care Org	31/7/15	19-22/06/15	Good

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A D Hammonds Ltd	Bluebird Care (Barking & Dagenham)	http://www.cqc.org.uk/directory/1-731634273	Social Care Org	17/09/15	14-18/08/15	Good
Dharshivi Ltd	Lynwood	http://www.cqc.org.uk/directory/1-114143405	Social Care Org	14/08/15	07/05/15	Requires Improvement
<p>Dharshivi Ltd Comments / Summary</p> <p>Safe: Requires Improvement Medicine management found to be lacking.</p> <p>Effective: Requires Improvement No regular supervision/appraisal for staff.</p> <p>Caring: Good Care and support was centred on people's needs.</p> <p>Responsive: Requires Improvement People's preferences to access activities at the weekend not always met.</p> <p>Well led: Requires Improvement The services own quality assurance processes were not robust.</p>						