<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Location</th>
<th>Weblinks</th>
<th>Location Org Type</th>
<th>Report Date</th>
<th>Inspection Date</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>MF Haq’s Practice</td>
<td>Abbey Medical Centre</td>
<td><a href="http://www.cqc.org.uk/location/1-543772087">http://www.cqc.org.uk/location/1-543772087</a></td>
<td>GP</td>
<td>05/11/15</td>
<td>12/05/15</td>
<td>Inadequate</td>
</tr>
<tr>
<td>Dr N Niranjan’s Practice</td>
<td>Victoria Medical Centre</td>
<td><a href="http://www.cqc.org.uk/location/1-528613695">http://www.cqc.org.uk/location/1-528613695</a></td>
<td>GP</td>
<td>29/10/15</td>
<td>11 &amp; 18/05/15</td>
<td>Requires Improvement</td>
</tr>
<tr>
<td>Dr Mohan and Associates</td>
<td>Urswick Medical Centre</td>
<td><a href="http://www.cqc.org.uk/location/1-569632930">http://www.cqc.org.uk/location/1-569632930</a></td>
<td>GP</td>
<td>01/10/15</td>
<td>13/05/15</td>
<td>Good</td>
</tr>
</tbody>
</table>

**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 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.
### Appendix B

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Location</th>
<th>Weblinks</th>
<th>Location Org Type</th>
<th>Report Date</th>
<th>Inspection Date</th>
<th>Rating</th>
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</thead>
<tbody>
<tr>
<td>Dr VK Chawla's Practice</td>
<td>60 Victoria Road</td>
<td><a href="http://www.cqc.org.uk/location/1-523702115">http://www.cqc.org.uk/location/1-523702115</a></td>
<td>GP</td>
<td>24/09/15</td>
<td>05/05/15</td>
<td>Good</td>
</tr>
<tr>
<td>John Smith Medical Centre</td>
<td>145 Bevan Avenue</td>
<td><a href="http://www.cqc.org.uk/location/1-626549300">http://www.cqc.org.uk/location/1-626549300</a></td>
<td>GP</td>
<td>12/11/15</td>
<td>07/05/15</td>
<td>Good</td>
</tr>
<tr>
<td>Dr Christopher Ola</td>
<td>The Surgery</td>
<td><a href="http://www.cqc.org.uk/location/1-523700864">http://www.cqc.org.uk/location/1-523700864</a></td>
<td>GP</td>
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<td>05/05/15</td>
<td>Good</td>
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<tr>
<td>BUPA</td>
<td>Chaseview</td>
<td><a href="http://www.cqc.org.uk/directory/1-127503453">http://www.cqc.org.uk/directory/1-127503453</a></td>
<td>Social Care Org</td>
<td>30/07/15</td>
<td>11-15/05/15</td>
<td>Good</td>
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<tr>
<td>Triangle Community Services</td>
<td>Colin Pond Court</td>
<td><a href="http://www.cqc.org.uk/directory/1-1698526298">http://www.cqc.org.uk/directory/1-1698526298</a></td>
<td>Social Care Org</td>
<td>31/7/15</td>
<td>19-22/06/15</td>
<td>Good</td>
</tr>
</tbody>
</table>

**Well led: Requires Improvement**
Some of leadership policies were out of date. Systems for recording risk and significant events needed development.

**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.
## Appendix B

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<tbody>
<tr>
<td>A D Hammonds Ltd</td>
<td>Bluebird Care (Barking &amp; Dagenham)</td>
<td><a href="http://www.cqc.org.uk/directory/1-731634273">http://www.cqc.org.uk/directory/1-731634273</a></td>
<td>Social Care Org</td>
<td>17/09/15</td>
<td>14-18/08/15</td>
<td>Good</td>
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<tr>
<td>Dharshivi Ltd</td>
<td>Lynwood</td>
<td><a href="http://www.cqc.org.uk/directory/1-114143405">http://www.cqc.org.uk/directory/1-114143405</a></td>
<td>Social Care Org</td>
<td>14/08/15</td>
<td>07/05/15</td>
<td>Requires Improvement</td>
</tr>
</tbody>
</table>

### Dharshivi Ltd Comments / Summary

**Safe:** Requires Improvement  
Medicine management found to be lacking.

**Effective:** Requires Improvement  
No regular supervision/appraisal for staff.

**Caring:** Good  
Care and support was centred on people’s needs.

**Responsive:** Requires Improvement  
People’s preferences to access activities at the weekend not always met.

**Well led:** Requires Improvement  
The services own quality assurance processes were not robust.