

British Association of Physicians of Indian Origin

*** Press Release ***

CQC Survey Confirms Shocking System Failures in Dealing with Ethnic Minority GPs

Findings of the CQC's survey released today confirm the conclusions of the BAPIO survey that the ethnic minority GPs fear the CQC inspections and feel harassed by their demands without considerations of unavailability of resources.

Some of the experiences of practices captured in the CQC survey, the vast majority of whom try to do their best in very challenging circumstances, demonstrates the distress that many GPs feel.

Ethnic minority GPs often work in areas of complex need, high levels of deprivation, inadequate funding, and often are the targets of abuse and complaints. This toxic mix, compounded by the systemic and regulatory biases, simply exacerbates the disparities in outcomes. The CQC survey adds to the existing evidence of this disparity.

CQC in its regulatory role must address the elephant in the room i.e. systemic and structural factors that make it near impossible to deliver high-quality care. A focus on ratings and outcomes in isolation is neither fair on the patients nor on the practice teams.

BAPIO has recommended:

1. That regulation by CQC must become a supportive process that acknowledges the high-pressure environment in which these practice teams are operating. GPs and their staff are stressed, overwhelmed and are showing signs of burn-out from prolonged pressures of delivering a high quality service in the face of an unsympathetic regulator.

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2. Monthly CQC reviews of data for each practice at the times of pandemic do not improve patient safety, exacerbate the existing environment of fear, and must cease.
3. That CQC works with organisations like ours to help build an action plan that goes beyond the recommended actions in the report. We must set measurable and realistic outcomes in terms of inspection experience and regulatory outcomes that take into account working conditions of ethnic minority GPs.

Dr Kamal Sidhu, Chair of BAPIO GP Forum and GP in North East said “The survey confirms our concerns that inspections are simply a burden on general practice and a huge source of strain on the staff. It is unfortunate that so many feel unable to challenge CQC decisions despite their lack of confidence in the ratings. This report must lead to meaningful change especially with massively overstretched and exhausted staff who have been working very hard throughout the pandemic”.

Dr Kalindi Tumorugoti, GP Forum executive member and a GP in Nottingham said “It is alarming that BAME predominant general practices receive poorer outcomes, thus a double whammy, with the additional regulatory burden, for BAME GPs who have historically manned areas of high deprivation. This survey highlights the need of a more supportive and compassionate approach from CQC ”

Dr Ramesh Mehta OBE, President of BAPIO said “While we welcome the CQC attempt to shine the light on their regulatory practices, it is unfortunate that despite BAPIO raising the issues of system failure over the last several years things have gone from bad to worst. We will continue to monitor the situation and continue our collaboration with the CQC in order to provide safe and effective care for patients”.

Dated 19 January 2022

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Notes for Editors

British Association of Physicians of Indian Origin (BAPIO) is a non-political, national, voluntary medical organisation that supports members and other healthcare professionals through education, training and advocacy work. Since its launch 25 years ago BAPIO has grown significantly in stature and influence. BAPIO has 13 divisions across the United Kingdom, 10 speciality forums and five arm's length bodies (Medical Defence Shield, BAPIO Training Academy, BAPIO Institute of Health Research, British Indian Nurses Association and BAPIO Faculty of Leadership). BAPIO has made a significant contribution to the national agenda for equality, diversity and inclusion. During the COVID pandemic, it has been in the forefront, supporting the NHS staff and patients. BAPIO contributes to the cause of promoting access to better health care globally and responds to humanitarian crises by aiding victims of natural disasters across the world. It is committed to promoting professional excellence and leadership amongst members.

Further information

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