

Medic House

Inspection report

5a Ottawa Road
Tilbury
RM18 7RJ
Tel:

Date of inspection visit: 15 June 2022
Date of publication: 14/07/2022

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 location

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 

Overall summary

We carried out an announced inspection at Medic House on 15 June 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good.

Effective - Good.

Caring - Good.

Responsive - Good.

Well-led - Good.

This location was previously registered under a different provider. We inspected the practice under the previous provider registration on 10 September 2019:

The full reports for previous inspections can be found by selecting the 'all reports' link for Medic House on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive to:

- Inspect and rate all key questions

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Requesting staff complete questionnaires
- Requesting the practice signpost patient to our website to complete 'Give Feedback on Care' forms for this service.

Our findings

Overall summary

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as Good.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Feedback from patients was positive about how staff treated them and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The practice understood their patient demographic and how this affected the specific needs of their patient population.
- The way the practice was led and managed supported the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to support staff with identified areas for development.
- Continue to strengthen processes around medicines management.
- Continue to improve uptake for cervical screening and the combined Measles, Mumps and Rubella immunisation at age 5.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor/a member of the CQC pharmacy team who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Medic House

Medic House is located in Tilbury, Thurrock at:

105A Ottawa Road

Tilbury

Essex

RM18 7RJ

The practice has a branch surgery at:

8 Coronation Avenue

East Tilbury

Essex

RM18 8SJ

As part of this inspection we visited Medic House, we did not visit the branch surgery at Appledore Surgery.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures, family planning. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Thurrock Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 4523. This is part of a contract held with NHS England.

Information published by UK Health and Security Agency shows that deprivation within the practice population group is in the third lowest decile (three of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 88.4% White, 8.1% Black, 1.7% Asian, 1.4% Mixed, and 0.3% Other.

There is a team of five GPs, two advanced nurse practitioners, a mental health specialist, a clinical pharmacist, a physicians associate and two paramedics at the practice and its branch. The practice and branch share three practice nurses, who provide nurse led clinics for long-term conditions, three healthcare assistants and a nurse manager. The clinical team are supported at the practice by a team of reception/administration staff. There is a practice manager and assistant practice manager who provide managerial oversight onsite, as well as a clinical and administrative support team who support the practice and the other practices managed by the provider as required.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations, e-consult and advance appointments.

Extended access is provided locally via the Primary Care Network (PCN) Lead practice in Tilbury, where late evening and weekend appointments are available. Appointments are also available via Thurrock Health Hubs. Out of hours services are provided by NHS111.