

Aveley Medical Centre

Inspection report

22 High Street
South Ockendon
RM15 4AD
Tel: 01708899496
www.aveleymedicalcentre.co.uk

Date of inspection visit: 10 August 2022
Date of publication: 16/09/2022

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?

Requires Improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Aveley Medical Centre on 10 August 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive – Requires improvement

Well-led - Good

Following our previous inspection on 27 July 2021, the practice was rated Requires Improvement overall and for Caring and Responsive key questions. They were rated as Good for Safe, Effective and Well-led key questions:

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

Why we carried out this inspection

This inspection was a comprehensive inspection to follow up on:

- The overall requires improvement rating carried forward from previous inspection.
- The areas identified that the provider should make improvements from the previous inspection.
- The sustainability of improvements made following previous inspections.

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.

Overall summary

Our findings

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 overall

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.
- Uptake of childhood immunisations, for several ages, and cervical cancer screening had not met targets.
- The practice had a comprehensive programme of quality improvement.
- Feedback on patients on their experience of the GP practice was mixed, however there was increasingly more positive feedback than negative.
- Attempts to improve patient satisfaction had still not impacted on GP patient survey scores.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- Feedback from patients about their ability to access care and treatment remained lower than local and national averages.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Continue to improve the coding of patients following a diagnosis being made to support the provision of ongoing care.
- Continue to strengthen processes to improve patient satisfaction for caring and responsive services.
- Continue to improve uptake of childhood immunisations and cervical screening.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

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 who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location, and a team inspector who spoke with staff using video conferencing facilities and undertook a site visit.

Background to Aveley Medical Centre

Aveley Medical Centre is located in South Ockendon, Thurrock at:

22 High Street

Aveley

South Ockendon

Essex

RM15 4AD

The practice has a branch surgery at:

Bluebell Surgery

Darenth Lane

South Ockendon

Essex

RM15 5LP

We did not visit the branch surgery as part of this inspection.

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, family planning and surgical procedures. 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 Mid and South Essex Integrated Care Systems (ICS) and delivers General Medical Services (GMS) to a patient population of about 12,354. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices which form the South Ockendon Primary Care Network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four 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 88.8% White, 7.2% Black, 1.9% Mixed, 1.7% Asian and 0.5% Other.

There is a team of eight GPs, four advanced nurse practitioners (ANPs) and two clinical pharmacists, who provide cover at both practices. The practice has a team of four nurses who provide nurse led clinics for long-term condition of use of both the main and the branch locations, and two healthcare assistants. The GPs are supported at the practice and branch by a team of reception/administration staff. The practice manager and assistant practice manager are based at the main location to provide managerial oversight.

The practice is open between 8am to 6.30pm Monday to Friday, with later prebooked appointments available on Wednesdays from 6.30pm to 8.40pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Thurrock Health Hubs, where late evening and weekend appointments are available. Out of hours services are provided by IC24 through NHS111.