

Oddfellows Hall Health Centre

Inspection report

Odd Fellows Hall
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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection Oddfellows Hall Health Centre (a College Health Ltd. practice), on 1 May 2019 as part of our inspection programme. There was also a branch surgery, St Clements Health Centre, which we did not inspect.

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 and good for all population groups.

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.
- The practice had implemented QOF action plans when they gained the contract.
- Unverified data showed that for 2018-2019, there had been an improvement in patient outcomes.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had a dedicated learning disability co-ordinator who was knowledgeable and responsive to patients' needs. Communication and engagement needs were considered and adapted to individual patients.

- The practice held pop-up clinics in local community venues to encourage patients to monitor their health.
- There was a dedicated care home team who provided weekly visits to ensure patient needs were met and to reduce hospital admissions.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There were high levels of staff satisfaction. Staff were motivated and spoke of the culture for learning and development.
- Key local stakeholders took part in the inspection and told how the practice was at the forefront of local initiatives and how they were key to driving improvements for patients.

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

- Continue to support the PPGs across both sites to become a united group
- Continue to monitor and improve levels of patient satisfaction
- Continue to improve outcomes for patients with long term conditions.

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

Dr Rosie Bennyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector and included a GP specialist adviser.

Background to Oddfellows Hall Health Centre

Oddfellows Hall Health Centre and St Clements Health Centre are managed by College Health Ltd who took over the practices from two previous providers. They registered with CQC as a limited company in May 2018. They have an Alternative Primary Medical Services (APMS) contract with the NHS. Both buildings are located within the Grays area of Thurrock and have adapted access.

There are approximately 11,594 patients registered who can access services across both sites.

The practice is registered to provide the following regulated activities:

- Treatment of disease, disorder or injury
- Diagnostic or screening procedures
- Maternity and midwifery services
- Family planning
- Surgical procedures

The staff team consists of:

Five GPs, one physician associate, two advanced nurse practitioners, five practice nurses, two senior healthcare

assistants, one healthcare assistant. The clinical team were supported by a team of reception and administrative staff who were led by a senior practice manager, a patient services manager and two duty managers. The whole practice team were led and supported by a team of managerial staff who are not permanently based on site.

National data indicated that people living in the area are in the fifth most deprived decile of the deprivation scoring in comparison to England as a whole. The practice had a higher number of patients aged 0-18 years compared to local and national averages and a lower number of patients aged 65+, compared to local and national averages.

The practice website provided detailed information for patients regarding services available and other healthcare services in the local area.

The GP national survey data and the QOF data in the evidence table relates to the period before the current provider was managing the practices.

Are services safe?

Detailed findings narrative goes here...

Are services effective?

Detailed findings narrative goes here...

Are services caring?

Detailed findings narrative goes here...

Are services responsive to people's needs?

Detailed findings narrative goes here...

Are services well-led?

Detailed findings narrative goes here...