

The Health Centre

Inspection report

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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 at The Health Centre on 6 August 2019 as part of our inspection programme.

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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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.

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

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Include details of the Parliamentary and Health Service Ombudsman in formal complaint responses.
- Check the immunity status of all staff, including non-clinical as per published guidance.
- Make sure that they have copies of any risk assessments and accompanying action plans, that have been completed by the landlord company, where these may impact the practice. Where this does not occur the practice should complete their own risk assessment and action plan.

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

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 CQC lead inspector and included a GP specialist advisor.

Background to The Health Centre

The Health Centre is located at Dr Yasin's Surgery with a building shared with other health services. Each service has its own entrance. There is plenty of parking at the surgery and pharmacies nearby.

The provider is registered with Care Quality Commission (CQC) to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning and treatment of disease, disorder or injury.

The Health Centre is situated within Thurrock Clinical Commissioning Group (CCG) and provides services to approximately 3,839 patients under the terms of a general medical services (GMS) contract.

The provider is a single handed female GP with a non clinical partner, who registered with the CQC in June

2018. The previous provider for this practice is the same GP but without the non-clinical partner. The practice employs a regular male locum GP, a locum advanced nurse practitioner nurse in addition to three of their own practice nurses, a health care assistant and several administration staff. The practice is part of an evolving primary care network involving several local practices.

There are higher than average levels of unemployment compared with the CCG and national average. Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 78 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.