

Thurrock Health Centre

Inspection report

55-57
High Street
Grays
RM17 6NB
Tel:

Date of inspection visit: 18 December 2023
Date of publication: 02/02/2024

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 responsive to people's needs?

Requires Improvement



Overall summary

We carried out a targeted assessment of Thurrock Health Centre on 18 December 2023 without a site visit. Overall, the practice is **rated as good**. We rated the key question of responsive as **requires improvement**.

Safe -good

Effective – good

Caring - good

Responsive – requires improvement

Well led - good

Following our previous inspection in July 2019, the practice was rated good overall and for all key questions. At this inspection, we rated the practice requires improvement for providing responsive services.

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

Why we carried out this inspection

We carried out this inspection as part of our GP responsive assessment

- Responsive question inspected

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 found that:

- Patients feedback was lower than national expected averages to the annual patient GP access survey results. We saw a steady downtrend noted except for a small peak only in 2021. The practice had made changes, to respond to the patient data received.
- The provider had changed telephone provider and patients had access to an online video to explain how to use a call-back function.
- Same-day access was implemented for all children to be seen.
- Extended access appointments were revised to include more out of hours appointment, such as health screening and immunisation.
- Patient survey data was audited monthly to monitor progress and patient satisfaction outcomes.
- Longer appointments were offered to patients living with multiple health concerns following patient feedback.

Overall summary

Although we did not identify any breaches, the provider:

- Should continue to audit patient survey data and continue to implement and review changes to access.

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 Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Thurrock Health Centre

Thurrock Health Centre is located in Grays, Essex.

55-57 High Street

Grays

Essex

RM17 6NB

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Mid and South Essex Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 12,300. This is part of a contract held with NHS England.

The practice is part of a wider network of Tilbury and Chadwell primary care network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second lowest decile (2 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, 94.4% recorded ethnic makeup of the practice area shows 12.4% Asian, 62.7% White, 17.1% Black, 2.9% Mixed, and 4.8% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more working-age patients and patients under 18 registered at the practice.

There is a team of 6 GPs who provide cover at the practice. There are 2 pharmacists, 5 physician associates, 3 physiotherapists, 2 nurse practitioners, 3 nurses, and 2 healthcare assistants. There is access to a mental health service at the practice. The GPs are supported at the practice by a team of reception/administration staff. The practice manager provides managerial oversight.

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

Extended access is provided locally by Tilbury and Chadwell primary care network, where late evening and weekend appointments are available. A clinical pharmacist is available Monday to Friday 6.30 pm – 8 pm and Saturday 9 am – 5 pm to support medication reviews. Out of hours services are provided by NHS 111.