

Tilbury Health Centre (College Health Tilbury and Chadwell Group)

Inspection report

London Road
Tilbury
RM18 8EB
Tel: 01375388070

Date of inspection visit: 24 November 2023
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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 responsive to people's needs?

Requires Improvement



Overall summary

We carried out a targeted assessment of Tilbury Health Centre on 24 November 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 May 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 Tilbury 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

How we carried out the inspection

This inspection was carried out remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

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:

- The practice was implementing changes based on a decline in patient satisfaction reported within the GP national patient survey data since 2019.
- The practice increased clinics for patient monitoring and health education.

Overall summary

- Accessing the practice was made easier for patients, including how to use videos for patients to access via the provider website.
- Same day child access clinics was implemented.
- Patients were given options to self book appointments in order to make access to the practice more streamlined.
- Clearer and more concise information was available for patients.
- Modes of appointments was tailored to meet the younger and working age patient groups.
- Longer appointment times were made available for more complex patients to avoid multiple appointments.

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

- Continue to monitor and audit patient feedback and adjust access to the practice to improve patient satisfaction and increase national GP patient survey data.

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 Tilbury Health Centre (College Health Tilbury and Chadwell Group)

Tilbury Medical Centre is located in Grays, Essex at:

1 Kelvin Road

Tilbury

Essex

RM18 8YJ

The practice has 2 branch surgeries at:

Dilip Sabnis Medical Centre

Linford Road

Grays

RM16 4JW

Chadwell Medical Centre

1 Brentwood Road

Grays

RM16 4JD

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. These are delivered from all sites.

The practice offers services from both a main practice and 2 branch surgeries. Patients can access services at all surgeries.

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 12,800. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices within Tilbury and Chadwell primary care network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the third lowest decile (3 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic makeup of the practice area is 2% Asian, 84.7% White, 11.5% Black, 0.4% Mixed, and 1.4% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more female patients than males registered at the practice and more working-age and young patients registered at the practice.

There is a team of 8 GPs who provide cover at all practices. The practice has a team of 2 nurse practitioners, 2 nurses who provide nurse-led clinics for long-term condition of use of both the main and the branch locations. There are 2 healthcare assistants, 1 physician associate, 1 paramedic, 1 mental health nurse, 1 podiatrist, and 1 paramedic. The GPs are supported at the practice 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 8 am to 6.30 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 PCN, where late evening and weekend appointments are available with a clinical pharmacist. Out-of-hours services are provided by NHS 111.