

# Reach Healthcare

## Inspection report

62a Robin Hood Lane  
Walderslade  
Chatham  
Kent  
ME5 9LD  
Tel: 01634 687200  
[www.reachhealthcare.nhs.uk](http://www.reachhealthcare.nhs.uk)

Date of inspection visit: 4 and 5 June 2019  
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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

## **This practice is rated as Good overall.**

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at Dr J K Raval & Partners (also known as Reach Healthcare) on 4 and 5 June 2019 under Section 60 of the Health and Social Care Act 2008, as part of our regulatory functions. The inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

At this inspection we found:

- The practice's systems, processes and practices helped keep people safe.
- Risks to patients, staff and visitors were assessed, monitored and managed in an effective manner.
- Staff had the information they needed to deliver safe care and treatment to patients.
- The arrangements for managing medicines helped keep patients safe.
- The practice learned and made improvements when things went wrong.
- Published QOF data from 2017 / 2018 showed that the practice's performance for all indicators was either in line with local and national averages.
- Published results showed the childhood immunisation uptake rates for the vaccines given in line with the target percentage of 90% or above.

- Published Public Health England results showed that the practice's performance for cancer indicators was either in line with or higher than local and national averages.
- Staff had the skills, knowledge and experience to carry out their roles.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients were able to access care and treatment from the practice within an acceptable timescale for their needs.
- The practice organised and delivered services to meet patients' needs.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.

The areas where the provider **should** make improvements are:

- Continue with plans for relevant staff to receive basic life support training on 18 June 2019.
- Continue to implement actions to improve security arrangements.
- Improve staff awareness and compliance with protocols for the storage and management of medicines that require refrigeration.
- Revise systems to include keeping records if no action is necessary in response to receipt of national patient safety agency alerts.
- Continue to implement action plans and monitor improvements to patient satisfaction scores.
- Continue with the application process to register a Registered Manager with the Care Quality Commission.

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

**Please refer to the detailed report and the evidence tables for further information.**

## Population group ratings

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

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser, a practice manager specialist advisor and a second CQC Inspector.

## Background to Reach Healthcare

- The registered provider is Dr J K Raval & Partners.
- Dr J K Raval & Partners (also known as Reach Healthcare) is located at 62a Robin Hood Lane, Walderslade, Chatham, Kent, ME5 9LD. The practice has a general medical services contract with NHS England for delivering primary care services to the local community. The practice website address is [www.reachhealthcare.nhs.uk](http://www.reachhealthcare.nhs.uk).
- As part of our inspection we visited Dr J K Raval & Partners, 68a Robin Hood Lane, Walderslade, Chatham, Kent, ME5 9LD, and Green Suite, Healthy Living Centre, Sultan Road, Lordswood, Kent, ME5 8TJ and Balmoral Gardens, Healthy Living Centre, Gillingham, Kent, ME7 4PN where the provider delivers registered activities.
- At the time of our inspection, Dr J K Raval & Partners did not have a registered manager in post. The person registered with CQC as their Registered Manager had left the practice. Staff told us that they had submitted the relevant application to register one of their GPs as their current Registered Manager.
- Dr J K Raval & Partners has a registered patient population of approximately 23,000 patients. The practice is located in an area with a lower than average deprivation score.
- There are arrangements with other providers (MedOCC) to deliver services to patients outside of the practice's working hours.
- The practice staff consists of four executive GP partners (three male and one female), two non-executive GP partners (one male and one female), four salaried GPs (two male and two female), one GP registrar (female), two practice managers, one operations manager, three nurse prescribers (all female), six practice nurses (all female), two healthcare assistants (both female), one student nurse (female) as well as reception and administration staff. The practice also employs locum GPs directly and via an agency.
- Dr J K Raval & Partners is registered with the Care Quality Commission to deliver the following regulated activities: diagnostic and screening procedures; family planning; maternity and midwifery services; surgical procedures; treatment of disease, disorder or injury.