

Sai Medical Centre

Inspection report

105 Calcutta Road
Tilbury
RM18 7QA
Tel: 01375855643

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?

Good



Overall summary

We carried out a targeted assessment of Sai Medical Centre on 24 November 2023 without a site visit. Overall, the practice is rated as good. We rated the key question of responsive as good.

Safe -good

Effective – good

Caring - good

Responsive – good

Well led – good

Following our previous inspection in June 2022, the practice was rated good overall and for all key questions. At this inspection, we rated the practice good for providing responsive services.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Sai Medical 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

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 had positive, or no change reported within the GP national patient survey data since last year’s survey results.
- Same-day child access was tailored where possible to avoid missing time out of school.
- Patients were given options to self-book appointments to make access to the practice more streamlined.
- The provider would mark patient notes with preferred modes of access to support appointments.
- Longer appointment times were made available for more complex patients to avoid multiple appointments.

Overall summary

- The provider would involve all staff with complaints to gain feedback and opportunities to learn, including self-reflection.

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 Sai Medical Centre

Sai Medical Centre is located in Tilbury, Essex:

105 Calcutta Road

Tilbury

Essex

RM18 7QA

The practice has branch surgeries at:

East Tilbury Medical Centre

85 Coronation Avenue

Tilbury

Essex

RM18 8SW

Corringham Medical Centre

114 Giffords Cross Road

Corringham

SS17 7QQ

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 sites.

The practice is situated within the Mid and South Essex Integrated Care System (ICS) and delivers General Medical Services (GMS) to approximately 12,000 patients. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices of 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 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, the ethnic make-up of the practice area is 2.2% Asian, 83.3% White, 15% Black, 1.6% Mixed, and 0.5% Other.

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

There is a team of 6 GPs who provide cover at all practices. The practice has a team of 7 advanced clinical practitioners, 3 nurses who provide nurse led clinics for long-term condition of use of both the main and the branch locations. 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. Out of hours services are provided by NHS 111.