

# Shoebury 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 Shoebury Health Centre on 27 January 2020 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 and was in line with best practice guidance.
- Patients told us that staff treated them with kindness and respect and involved them in decisions about their care. They told us staff went the extra step to ensure that their needs were met.
- 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.
- Staff told us that they felt involved in the practice and that their suggestions for improvements in systems were listened to and action taken.

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

- Review the process around immunisation status checks required for staff to make sure it takes into account current guidance.
- Consider how to improve the uptake rate of cervical screening.
- Review the system for recruitment to ensure that copies of identity checks are kept when recruiting new staff.
- Improve the systems for informing temporary staff of vital system alerts.

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

<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 CQC lead inspector and included a GP specialist advisor.

## Background to Shoebury Health Centre

Shoebury Health Centre is located in Shoeburyness, Southend on Sea.

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

Shoebury Health Centre is situated within the Southend Clinical Commissioning Group (CCG) and provides services to 4,101 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a male GP who registered as an individual with the CQC in January 2019. The provider was a member of a partnership of two, who supplied the regulated activities prior to this. The practice employs

one GPs, and one long-term locum GP, five part-time practice nurses, and a healthcare assistant in addition to several administration staff. The practice is part of a local primary care network (PCN) of six GP practices.

The National General Practice Profile states that 94.1% of the practice population is from a white background, with the remaining 5.9% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as four, 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 83 years which is the same as the national average.