

Purfleet Care Centre

Inspection report

Tank Hill Road
Purfleet
RM19 1SX
Tel: 01708864834

Date of inspection visit: 17 November 2023
Date of publication: 14/03/2024

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 an announced targeted assessment of the responsive key question at Purfleet Care Centre on 22 November 2023. The assessment took place remotely. As part of the assessment we have reviewed the rating for the responsive key question. As a result, the responsive key question has remained requires improvement.

Safe – not rated, the rating of good was carried over from the previous inspection.

Effective - not rated, the rating of good was carried over from the previous inspection.

Caring - not rated, the rating of good was carried over from the previous inspection.

Responsive – as part of this assessment we reviewed the rating for the responsive key question, our judgement was the rating will remain requires improvement.

Well-led - not rated, the rating of good was carried over from the previous inspection.

Following our previous inspection in July 2022, the practice was rated good overall and for all key questions with the exception of the responsive key question which was rated requires improvement.

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

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities to complete targeted assessments of the responsive key question to better understand the experience of patients and providers.

How we carried out the inspection

This assessment was completed remotely.

This included:

- Conducting staff interviews using teleconferencing.
- Requesting evidence from the provider.
- Reviewing the data we hold on this provider.
- Reviewing patient feedback reported directly to us, verified patient reviews and patient experience evidence supplied by 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.

Overall summary

We found that:

- Patients could not always access care and treatment in a timely way.
- The practice had begun to implement actions to improve patient access, this had not yet resulted in improved patient satisfaction in the National GP Survey results.

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

- Continue to review and improve patient satisfaction around access to the service.

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

This assessment was conducted by a CQC inspector.

Background to Purfleet Care Centre

Purfleet Care Centre is located in Purfleet-on-Thames, Thurrock at:

Tank Hill Road

Purfleet-on-Thames

Essex

RM19 1SX

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, 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 Alternative Provider Medical Services (APMS) to a patient population of about 6,600. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices known as Aveley, South Ockendon and Purfleet (ASOP) Primary Care Network (PCN). The practice is the only GP practice serving the Purfleet area.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four 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 74.2% White, 18.2% Black, 3.7% Asian, 3.2% Mixed, 0.7% Other. The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of one GP supported by an Advanced Nurse Practitioner and a Senior Nurse Prescriber. The clinical staff are supported by a team of reception/administration staff, with a practice manager providing managerial oversight.

The practice is open between 8am to 6.30pm 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 the ASOP PCN, where late evening and weekend appointments are available. Out of hours services are accessed by contacting 111.