

Clayhill Medical Practice

Inspection report

Vange Health Centre
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Basildon
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an announced comprehensive inspection at Clayhill Medical Practice on 12 February 2019, where the practice was rated as inadequate overall. As a result of findings at the February 2019 inspection, we took enforcement action against the provider and issued them with a warning notice for improvement and placed them into special measures.

A focused inspection took place on 2 July 2019 to check whether the practice had made the improvements required in the warning notice. They had met most, however there were still breaches and further breaches were identified. A further comprehensive inspection was completed on 17 September 2019 and although some improvements had been made, they were rated as requires improvement overall and remained in special measures.

We carried out an announced comprehensive inspection at Clayhill Medical Practice on 25 November 2020. At this inspection we followed up on breaches of regulations identified at our September 2019 inspection. As a result of findings at the November 2020 inspection, we took enforcement action against the provider and issued them with a warning notice for improvement. Following our previous inspection in November 2020, the practice was rated requires improvement overall; inadequate for providing safe services; requires improvement for providing effective, caring and well-led services; and good for providing responsive services. The practice remained in special measures.

We carried out an announced inspection at Clayhill Medical Practice on 26 and 27 April 2021. This inspection was not rated.

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

Why we carried out this inspection.

This inspection was a follow-up without undertaking a site visit. The inspection was to follow up on the warning notice served in November 2021. We required the provider to establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care. Although the warning notice was related to governance, some of the areas to follow up were in the key questions: safe, effective and well-led, therefore aspects of these three key questions were inspected.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider

Overall summary

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.

This inspection was not rated.

We found that:

- The practice had responded to issues identified within our warning notice and taken action to address identified risks.

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

- Continue improving systems related to the safe prescribing, review and monitoring of medicines.
- Continue to review and improve patient engagement with cancer screening.
- Continue to review and reduce prescribing of hypnotics.

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

Older people	Inspected but not rated 
People with long-term conditions	Inspected but not rated 
Families, children and young people	Not inspected 
Working age people (including those recently retired and students)	Inspected but not rated 
People whose circumstances may make them vulnerable	Not inspected 
People experiencing poor mental health (including people with dementia)	Inspected but not rated 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor who completed clinical searches and records reviews without visiting the location. The team spoke with staff using video conferencing facilities.

Background to Clayhill Medical Practice

Clayhill Medical Practice is located in Vange in Basildon. The provider premises are owned by NHS property services and are shared with other providers of healthcare services. The practice is part of a local primary care network of GP practices.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning.

The practice is situated within the Basildon and Brentwood Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 6,146 patients. This is part of a contract held with NHS England.

The patient profile for the practice has a higher than average level of unemployed patients and slightly higher than average number of patients with a long-term health condition. Average life expectancy for patients at this practice is 2 years lower than the CCG and national average for males and females. The locality has a higher than average deprivation level.

The practice has three partners, two of whom are GPs. At the time of our inspection only the one partner was providing clinical care and managing the service. Locum cover is provided by regular locums. There are two part-time female practice nurses and an advanced nurse practitioner (ANP). Clinical staff are supported by a team of administrative staff. Standard appointments are 10 minutes long, with patients being encouraged to book double slots should they have several issues to discuss. Patients who have previously registered to do so may book appointments online. The provider can carry out home visits for patients whose health condition prevents them attending the surgery. The practice is part of a wider network of GP practices.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient will be seen at the main GP location.

The practice offers extended hours on Wednesday evening. The practice has opted out of providing an out-of-hours service. Patients calling the practice when it is closed are relayed to the local out-of-hours service provider via NHS 111. Extended access is provided locally by BB Healthcare Solutions, where late evening and weekend appointments are available.