

High Road Family doctors

Inspection report

119 High Road
Benfleet
Essex
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www.highroadfamilydoctors.co.uk

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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 High Road Family Doctors on 11 September 2019 as part of our inspection programme.

We based our judgement of the quality of care at this practice 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:

- We found patients received effective care and treatment that met their needs.
- There were appropriate safeguarding procedures at the practice, to keep children and vulnerable adults safe.
- We saw staff deal with patients in a kind and respectful manner.

- Patients could access care and treatment in a timely way
- Patients told us they were involved in decisions about their care.
- Appropriate emergency medicines were held, stored securely and monitored to ensure they were safe for use.
- The practice had a detailed schedule of audits to ensure patient outcomes were monitored effectively.
- Processes to manage risk were well documented and risk monitoring was undertaken regularly.
- Staff members were encouraged to be involved in the development of change and improvement at the practice.
- Leadership at the practice promoted the delivery, person-centred care.

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

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

Background to High Road Family doctors

High Road Family Doctors is located on the High Road of Benfleet. The practice has good transport links and there is a pharmacy next door with a connecting door that is accessible for patients during practice opening hours.

The provider is registered with CQC to deliver the regulated activities; diagnostic and screening procedures, maternity and midwifery services, family planning, and treatment of disease, disorder or injury.

High Road Family Doctors is situated in a central position on the high street in Benfleet. The practice provides services to 3,924 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 single handed male GP who registered with the CQC in July 2018. The clinical team comprises of a male GP, supported by regular locums, a nurse prescriber, and two practice nurses.

The clinical team undertake various lead roles and responsibilities at the practice shared between them. The clinical team are supported by a practice manager and a team of reception and administrative staff.

The practice is open from Monday to Friday between the hours of 8am - 1pm and 2pm - 6.30pm

excluding Thursdays when they are open 8am – 1pm. The practice is a member of a local group of practices ‘GP Healthcare Alliance Ltd’ and can offer patients evening and weekend appointments. For care and treatment outside these hours patients can access by calling 111 for the out of hours service provider.

The practice has a higher population of patients aged between 15 and 44 years of age in comparison with the national average.

The practice population is in the ninth decile for deprivation, which is on a scale of one to ten. The lower the decile the more deprived an area showing this practice is in the least deprived category compared to the national average.

Ethnicity based on demographics collected in the 2011 census shows the patient population is predominantly white British with; 1.1% mixed, 1.4% Asian, 0.7% black and 0.2% other races.