

# Dr Jones SR Practice / Rigg Milner Medical Centre

## Inspection report

2 Bata Avenue  
East Tilbury  
Tilbury  
Essex  
RM18 8SD  
Tel: 01375 843217  
[www.https://www.drjonesandbyrne.nhs.uk](https://www.drjonesandbyrne.nhs.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

Are services safe?

Are services effective?

Are services caring?

Are services responsive?

Are services well-led?

# Overall summary

We carried out an announced comprehensive inspection at Dr Jones SR Practice / Rigg Milner Medical Centre on 30 October 2018, following which the practice was served a warning notice, as we found that the service was not carrying out safe, effective or well-led care. The practice was rated as inadequate overall and placed in special measures.

Following this, an unannounced focused inspection at Dr Jones SR Practice / Rigg Milner Medical Practice took place on 19 March 2019. At this inspection, we followed up on whether the provider had complied with our warning notice served following the last inspection. The provider had complied, but new breaches were identified, and requirement notices were served. A further comprehensive inspection took place on 4 June 2019, to review whether the provider could be taken out of special measures and to re-rate them. At this inspection we found a number of breaches of the regulations and again rated the practice as inadequate overall.

The practice remained in special measures for a further six months and was issued with a new warning notice on 28 June 2019, as we found that the service had failed to establish sustainable and effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

We then carried out an unannounced focused inspection at Dr Jones SR Practice / Rigg Milner Medical Centre on 20 August 2019. This inspection was completed to check whether the provider had complied with the requirements of the warning notice served on 28 June 2019.

During our focused inspection on 20 August 2019, we found that improvements had been made and that the provider had met the requirements of the warning notice served on 28 June 2019.

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

- Continue to review and improve the system for handling complaints and the system for sharing learning from the complaints.
- Continue to monitor and improve the performance of cancer indicators.
- Continue to review and improve the outcomes from the national GP patient survey.

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

## Our inspection team

Our inspection team included a lead CQC inspector, a second CQC inspector and a GP specialist advisor.

## Background to Dr Jones SR Practice / Rigg Milner Medical Centre

The service is provided by Dr Jones Sr Practice / Rigg Milner Medical Centre. It is based at Rigg Milner Medical Practice in East Tilbury. They provide general practice services via a General Medical Services contract (GMS).

The practice provides the regulated activities of: treatment of disease, disorder or injury: family planning: surgical procedures and diagnostic and screening procedures.

The practice has two sites at which it provides regulated activities: one at East Tilbury and one at Corringham. We

did not visit the Corringham branch as part of our inspection. The practice list size is approximately 6491. There are lower than average levels of deprivation affecting children and older people registered at this practice. Out of hours services are provided by 111. The practice has two GP partners, both female and they are supported by several long-term locums. There is one female practice nurse. Clinical staff are supported by a variety of administrative and clerical staff, including a practice manager.