

The Commonwealth Health Centre

Inspection report

Quebec Road

Tilbury

Essex

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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 The Commonwealth Health Centre on 5 February 2019 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.
- The practice had signed up to the local QOF initiative to ensure high levels of performance. Unverified QOF data showed the practice had achieved 98% from April 2018 to February 2019.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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.
- The practice received 37 positive comment cards regarding the care and treatment they had provided patients.
- There was a focus on continuous learning and improvement at all levels of the organisation. Staff were encouraged to share responsibilities and develop their roles.
- The practice had a dedicated learning disability co-ordinator and team who were passionate and

responsive to patient's needs. They had developed communication aids which were designed to make it easier for patients to understand the information they were being given.

- The practice had employed a paramedic to carry out home visits, who had undertaken phlebotomy training to ensure patients being visited at home had access to effective care.
- Pop-up clinics had been organised by the practice at the local church review patients who would not usually engage directly with the practice.
- The practice had introduced a workforce co-ordinator and found it had reduced the administrative workload of the GPs.
- The practice had implemented a new multi-modal consultation system. Patients we spoke with on the day of the inspection said they found it easy to make an appointment.
- There were high levels of staff satisfaction. Staff were proud of the organisation as a place to work and spoke highly of the culture. Staff at all levels are actively encouraged to raise concerns via the 'speak up' slots.
- There was a clear proactive approach to seeking out and embedding new ways of providing care and treatment. For example, through the implementation of their multi-modal consultations.

The areas where the provider **should** make improvements are:

- Improve the documentation for the monitoring of fridge temperatures.
- Strengthen the completed actions documentation for environmental risk assessments.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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 Care Quality Commission (CQC) lead inspector and included a GP specialist adviser.

Background to The Commonwealth Health Centre

The Commonwealth Health Centre is managed by College Health Limited that took over from the previous provider in January 2018. The practice is located in a residential area in Grays in Thurrock, Essex. The practice has an Alternative Primary Medical Services (APMS) contract with the NHS. Facilities at the practice include a small car park at the rear of the premises with a dedicated parking space for the disabled. A ramp and supporting hand rails are available at the rear entrance to support patients who are wheelchair users or those who have limited mobility.

- There are approximately 5,428 patients registered at the practice.
- The practice provides services from Quebec Road, Tilbury, Essex. Patients have access to other primary care services such as minor surgery, family planning, urgent children's clinics at other local College Health practices.
- The practice is registered to provide the following regulated activities: treatment of disease, disorder or injury; diagnostic and screening procedures; maternity and midwifery services; family planning and surgical procedures.
- The practice is registered with the Care Quality Commission as a partnership. The practice employs three male GPs, two female GPs, a physician's associate, two advance nurse practitioners, a specialist

nurse, practice nurse and a healthcare assistant. The practice also employs a paramedic who shares their time between the other College Health practices. The clinical team are supported by a registered manager, practice manager, an assistant practice manager, a team of reception and administrative staff. The practice team are also supported by a team of managerial staff who are not on site.

- The practice is open on Monday and Thursday between the hours of 8am and 8pm, Tuesday between 8am and 7pm, Wednesday between 8am and 7.30pm and on Friday between 8am and 6.30pm.
- The practice has opted out of providing GP out of hour's services. Unscheduled out-of-hours care is provided by IC24 and patients who contact the surgery outside of opening hours are provided with information on how to contact the service.
- Weekend appointments are available via 'Thurrock Health Hubs,' a service set up by Thurrock Clinical Commissioning Group (CCG).
- National data indicates that people living in the area are in the fourth most deprived decile of the deprivation scoring in comparison to England.
- The practice has a comprehensive website providing a wealth of information for patients to understand and access services, including useful links to specialist support services.