

The Churchill Clinic

Inspection report

94 Churchill Avenue
Chatham
Kent
ME5 0DL
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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 Churchill Clinic on 31 January 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.
- There were comprehensive systems to keep people safe, which take account of current best practice. The whole team was engaged in reviewing and improving safety and safeguarding systems.
- Patients received effective care and treatment that met their needs.

- 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.
- Constructive challenge from people who use services, the public and stakeholders was welcomed by the practice and seen as a vital way of holding services to account.

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

- Continue to monitor and ensure the system for recording the use of local anaesthetic is effective.

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 CQC lead inspector. The team included a GP specialist advisor.

Background to The Churchill Clinic

The Churchill Clinic is located at 94 Churchill Avenue, Chatham, Kent, ME5 0DL. The practice has good transport links and there is a pharmacy located nearby.

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

The Churchill Clinic is situated in an urban area of the Medway Clinical Commissioning Group (CCG) and provides services to 5,800 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 partnership of two GPs (male) who registered with the CQC in December 2012. The practice employed two salaried GPs (male and female), two female practice nurses, two female health care assistants,

one physician associate (female), one complex care nurse (female) and several administration staff. The practice is part of a wider network of GP practices known as a federation.

There are lower than average number of patients over the age of 65 compared to the national average. The National General Practice Profile states that 92% of the practice population is from a white background with a further 8% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as four, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice has a higher than average number of children affected by income deprivation with a rate 27% compared to the national average of 20%. Male life expectancy is 79 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.