

Purfleet Care Centre

Inspection report

Tank Hill Road
Purfleet
RM19 1SX
Tel: 01708864834

Date of inspection visit: 25 July 2022
Date of publication: 07/09/2022

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 to people's needs?

Requires Improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Purfleet Care Centre on 25 July 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive – Requires improvement

Well-led - Good

This location was previously registered under a different provider. We inspected the practice under the previous provider registration on 30 July 2018:

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

Why we carried out this inspection

This inspection was a comprehensive inspection to:

- Inspect and rate all key questions

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
- A short site visit
- Requesting staff complete questionnaires
- Requesting the practice signpost patient to our website to complete 'Give Feedback on Care' forms for this service.

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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

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.
- Feedback about patients satisfaction of their experience of staff and aspects of their experience of care was mixed. The practice had made changes in response to feedback.
- GP survey data relating to access to care and treatment was lower for several indicators.
- Feedback from several sources was negative relating to access. The practice had made adjustments to access and was continuing to make changes in response to this feedback.
- The practice had adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. They were now in the process of adjusting services again to meet patients preferred way of accessing these and ensure access for those who may be digitally excluded.
- Leaders recognised the challenges and were engaging in seeking ways to drive improvement in the services provided to patients.

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

- Continue to strengthen processes around medicines management.
- Continue to take action to improve uptake of childhood immunisations and cervical screening.
- Continue to improve patient satisfaction levels within appointments.
- Continue to work on improving access to services.

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

Our inspection team

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

Background to Purfleet Care Centre

Purfleet Care Centre is located in Purfleet-on-Thames, Thurrock at:

Tank Hill Road

Purfleet-on-Thames

Essex

RM19 1SX

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

The practice is situated within the Mid and South Essex Integrated Care System (ICS) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 6,228. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as Aveley, South Ockendon and Purfleet (ASOP) Primary Care Network (PCN). The practice is the only GP practice serving the Purfleet area.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 74.2% White, 18.2% Black, 3.7% Asian, 3.2% Mixed, 0.7% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of one GP supported by an Advanced Nurse Practitioner and a Senior Nurse Prescriber. The clinical staff are supported at the practice by a team of reception/administration staff, with a practice manager providing managerial oversight.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Thurrock Health Hubs, where late evening and weekend appointments are available. Out of hours services are provided by 111.