

Tilbury Health Centre (College Health Tilbury and Chadwell Group)

Inspection report

London Road,
Tilbury,
RM18 8EB
Tel: 01375388070
<http://www.tilburyhealthcentre.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

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 Tilbury Health Centre (College Health Tilbury and Chadwell Group) on 9 April 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 implemented QOF action plans when they gained the contract for the practice. Unverified data from 2018-2019 showed that there was an improvement in patient outcomes.
- We found that the clinical system settings restricted safeguarding pop up alerts for some staff. However, when we reviewed staff who did not have access, they had full access to safeguarding information.
- The practice had a system to monitor test results however we there were some abnormal test results that had not been viewed for four days. The practice had reviewed and actioned all the outstanding test results by the end of the day and told us they would implement changes to strengthen their system.
- The practice monitored cold chain appropriately, however we found three fridges were over stocked and did not allow sufficient space around the vaccine packages for air to circulate. Since the inspection the practice had removed storage containers in all three fridges to ensure the air was able to circulate.
- The practice had identified 199 patients as carers which amounted to 1.8% of their practice list.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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.

- Patients in care homes were visited weekly to ensure their needs were met and to reduce admission into hospital.
- Pop-up clinics had been organised by the practice at the local church review patients who would did not usually engage directly with the practice. The practice held other events such as carers events and healthy heart events to encourage patients to monitor their health.
- The practice had implemented a multi-modal consultation system.
- Patients we spoke with shared concerns regarding the telephone access. The practice was aware of their patient satisfaction and had implemented changes to overcome the concerns.
- 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 practice carried out regular clinical meetings to ensure clinicians were up to date with current evidence-based practice. All clinicians, including allied health professionals, received regular peer reviews using the Royal College of General Practitioners tool kit to audit clinical notes, ensure clinicians were working within current guidelines and highlight areas of improvements.
- 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 areas where the provider **should** make improvements are:

- Strengthen processes to monitor pathology results.
- Continue to monitor and improve childhood immunisation achievements.
- Improve systems to store vaccinations in line with national guidance.
- Continue to monitor and improve patient access.

Overall summary

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 included a GP specialist adviser, a nurse specialist adviser and was led by a Care Quality Commission (CQC) lead inspector.

Background to Tilbury Health Centre (College Health Tilbury and Chadwell Group)

The Tilbury Health Centre (College Health Tilbury and Chadwell Group) is managed by College Health Limited that took over from the previous provider in May 2018. The practice is located in a residential area in Tilbury 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 parking space for the disabled.

- There are approximately 12,222 patients registered at the practice.
- The practice provides services from London Road, Tilbury, Essex. The practice has two branch surgeries where services are provided from: Chadwell Medical Centre, 1 Brentwood Road, Chadwell St. Mary, Grays, Essex and Dilip Sabnis Medical Centre, Chadwell St Mary, Grays, 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 limited company. The practice employs two male GPs, two female GPs, a physician's associate, two advance nurse practitioners, a female nurse practitioner, four female practice nurses and two female healthcare assistants. 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, two practice manager's based at different sites, 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 to Friday between 8am and 6.30pm. Extended hours appointments are available at another College Health practice, Commonwealth Health Centre, on Monday from 6.30pm – 8pm, Tuesday from 6.30pm – 7pm, Wednesday from 6.30pm – 7.30pm and Thursday from 6.30pm – 8pm.
- The practice has opted out of providing out-of-hours services to patients. Emergency medical attention on evening, weekends and bank holidays is provided by contacting the NHS 111 service in the first instance.

- 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 second most deprived decile of the deprivation scoring in comparison to England.
- The practice has a higher population of under 18's compared with the local and national average.
- 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.