

# Springhead Health

## Inspection report

Fleet Health Centre  
Vale Road, Northfleet  
Gravesend  
DA11 8BZ  
Tel: 01474543100  
[www.springheadhealth.nhs.uk](http://www.springheadhealth.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?

Requires Improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced inspection at Springhead Health on 22 February 2022 to 28 February 2022. We carried out a visit to the premises on 1 March 2022. Overall, the practice is rated as Good.

Safe – Requires improvement

Effective – Good

Responsive – Good

Caring-Good

Well-led - Good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Springhead Health on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this inspection.**

This inspection was a first rated inspection for a new provider.

We undertook this inspection at the same time as CQC inspected a range of urgent and emergency care services in Kent and Medway. To understand the experiences of GP providers and people who use GP services, we asked a range of questions in relation to urgent and emergency care. The responses received have been used to inform and support system wide feedback.

## **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

## **Our findings**

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

- what we found when we inspected

# Overall summary

- 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:

- In most instances the practice provided care in a way that kept patients safe and protected them from avoidable harm. However, some areas of practice, for example; responding to risk, required further action.
- 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 recruitment systems kept people safe.
- The practice had safeguarding systems in place to protect patients from harm.
- The practice continued to develop systems and responses to the appointment needs of patients.

We found one breach of regulations. The provider **must**:

- Ensure that care and treatment is provided in a safe way.

The provider **should**:

- Continue to review and improve the coding and recall systems for patients to include diabetes and patients requiring blood tests.
- Review and improve the Patient Group Directions (PGDs) to ensure the authorising manager re-approves the record when new staff had been added.
- Continue to monitor and improve the provision and promotion of cervical screening services.
- Improve childhood immunisation rates so that the minimum 90% target is met for all five indicators.
- Continue to monitor patient feedback in order to review and improve patient access, patient satisfaction with consultations and ease of getting through on the phone.

**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. The inspection included a second inspector who spoke with staff using video conferencing facilities and attended the site visit supported by a third CQC inspector.

## Background to Springhead Health

Springhead Health is a GP Practice providing services under general medical services (GMS) contract to approximately 22,500 patients living in the Gravesend and Northfleet area of Kent. The practice runs a number of services for its patients including; sexual health advice and family planning, chronic disease management, smoking cessation, health checks and travel vaccines and advice.

Springhead Health is registered with the CQC to provide the regulated activities;

Treatment of disease disorder or injury

Surgical procedures

Diagnostic and screening procedures

Maternity and midwifery services

Family planning.

Information published by Public Health England shows that deprivation within the practice population group is in one of the low-range deciles (four). The lower the decile, the more deprived the practice population is relative to others.

There is a team of nine GPs (five of whom are directors), two advanced nurse practitioners/prescribers, five practice nurses, three clinical pharmacists, two physicians' associates, a paramedic, and three healthcare assistants. The GPs are supported at the practice by a team of reception, administration and patient services staff. The practice business manager who is also a director, provides managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, GP appointments were a mix of telephone consultations and face to face consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.

Out of hours services are provided by NHS 111.

Appointments can be booked over the telephone, online or in person at the surgery. Patients are provided information on how to access an out of hour's service by calling the surgery or viewing the practice website ([www.springheadhealth.co.uk](http://www.springheadhealth.co.uk)).

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Treatment of disease, disorder or injury Surgical procedures	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>The provider did not ensure safe care and treatment. In particular:</b></p> <ul style="list-style-type: none"><li>Health and Safety risk assessments on fire and legionella required by regulation had been undertaken however the provider had not put a formal action plan in place to respond to the identified risk assessment outcomes.</li></ul> <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>